



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

Consumer Affairs Division

P.O. Box 816 - Hartford CT 06142-0816

PHONE 860.297.3900 | FAX 860.297.3872

EMAIL insurance@ct.gov | WEBSITE www.ct.gov/cid

Consumer Complaint for Case 7059417

Submitted on 11/27/2023

Complainant's Information

Are you the insured?: Yes

What is your relationship to the insured?: Self

First Name: [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

Address Line 3:

Address Line 4:

Address Line 5:

Address Line 6:

City: [REDACTED]

Email Address: [REDACTED]

Do you wish to receive email confirmation?: Yes

Phone Number: [REDACTED] EXT:

Alternate Phone Number: EXT:

Insured's Information (If different than above)

First Name: Middle Name: Last Name:

Interested Party Information

First Name: Last Name: Description:

First Name: Last Name: Description:

First Name: Last Name: Description:

First Name: Last Name: Description:

Insurance Information

Who is the complaint against? Provide the name of one or more of the parties you are complaining against.

a. Name of Insurance Company: S & S Health

b. Name of Insurance Agency:

c. Name of Agent, Adjuster, Appraiser:

First Name: Last Name:

In what state did you purchase this plan?: Connecticut

How was the Policy Purchased?:

Policy Number: [REDACTED] Certificate Number: [REDACTED]

Date of Loss/Service: 05/03/2023 Date of Purchase: 07/05/2022 Date Of Cancellation: 05/27/2023

Insured Age Group: 25 - 49 Amount in Dispute: 13823.89

Type of Insurance: Commercial

Reason For Complaint: Claim Delay

Details Of Complaint: I had surgery to have my gall bladder removed on 5/3/23. I received a letter before hand on 4/24/23 that the surgery was approved. I had the procedure done at Middlesex Hospital. I

insurance company for payment. I then received a bill from the hospital on 9/17/23 for \$13,823. I have made several calls to the insurance company and hospital but have not gotten any resolution. After I called the insurance on 10/31/23 I was told that the claim was submitted incorrectly but now will be redone and should be taken care of. As of today the hospital has still not received any insurance payment and I received a letter that balance would be turned over to a collection agency. I called the insurance company back today and was placed on hold for an hour and 40 min. After an hour I used my other phone to call and ask again to be helped and ask about the hold time. I was told that the call would be escalated and that I would get a call back on the other line instead. I never got a call back and the line that was holding dropped the call. I called back again but never got a response

Authorization Text:

Mailing additional supporting information: No