



5 Things to Know When Working With a Health Insurance Broker or Agent

Health insurance is important...and complicated. That's why many Colorado individuals, small businesses and large employers work with trained professionals to help them sort through their options.

The Colorado Division of Insurance (DOI), part of the Department of Regulatory Agencies (DORA), wants you to have the information you need to make better decisions about health insurance. Here are five things to know about working with an agent:

- 1. "Agents" and "Brokers" Differ**
An agent typically represents only one health insurer, and should have detailed knowledge of all of the company's different health plans. Brokers, on the other hand, offer policies from a variety of insurers, and can help you compare costs, benefits and other details. Online brokers, a third option, provide websites that allow you to shop for and compare many plans and options. Online brokerages generally offer customer service through a toll-free telephone number.
- 2. Your Premium Stays the Same**
No matter who sells you the plan, premiums stay the same. DOI regulates health insurance by reviewing insurance company proposals for new products or benefits, as well as their proposals for your monthly charges, or premiums.
- 3. Insurance Agents and Brokers Must Be Licensed in Colorado**
By law, DOI licenses and regulates the agents and brokers who sell health insurance. Before you contact an insurance agent or broker, contact DOI to see if he or she is properly licensed.
- 4. The Relationship Continues**
Agents and brokers should provide ongoing help after you've bought your policy. They can work with you and your insurance company to solve a problem.
- 5. We're Here to Help**
If you have questions about health insurance, we can help you understand your options. If you have a problem or feel you've been treated unfairly, go to our website or give us a call. We're here to help.

Call 303-894-7490 in the Denver area; 800-930-3745 outside the metro area, or visit: www.dora.colorado.gov/insurance.