

**STATE OF NEW HAMPSHIRE  
INSURANCE DEPARTMENT**

**In Re: Health Plans, Inc.  
Docket No.: INS No. 24-020-EP**

**CONSENT ORDER**

This Consent Order is made between the New Hampshire Insurance Department (“NHID”) and Health Plans, Inc. (“Respondent”), the terms of which are as follows:

**FINDINGS OF FACT**

1. Respondent is a Massachusetts based third-party administrator which is licensed to do business in New Hampshire.
2. Pursuant to NH RSA 420-G:11, II, licensed third-party administrators are required to provide to the NHID encrypted claims data in accordance with the rules enumerated under NH INS 4000.
3. From January 2023 to present, Respondent failed to provide timely and/or complete claims data and responses to the NHID on at least 34 occasions.
4. Respondent has shared with the NHID that it has had difficulty complying with the law due to a migration of data to a new system, but that those system errors have been corrected and Respondent’s staff have been retrained in the importance of timely data submissions.

**CONCLUSIONS OF LAW**

Based on the foregoing Findings of Fact and the applicable provisions of law, the NHID concludes and finds the following Conclusions of Law:

- a. Respondent is subject to the jurisdiction of the NHID; and
- b. Respondent violated NH RSA 420-G:11.

## ORDER

WHEREFORE, the NHID orders and Respondent consents to the following:

- a. The Respondent waives all rights to a formal administrative hearing in this matter and agrees that this Consent Order shall have the full force and effect of an Order fully entered in accordance with the adjudicatory procedure provided for in RSA Chapter 541-A and Ins Part 200.
- b. For the purposes of resolving this matter without a formal administrative hearing, Respondent agrees to the following:
  - i. an administrative penalty of \$34,000.00 due upon execution of this consent order, made payable to “Treasurer, State of New Hampshire”, and mailed to the attention of Sarah Prescott, New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, NH 03301.
- c. In the event that Respondent fails to meet any of the terms set forth in this section, the NHID may institute further administrative proceedings under the authority of RSA 400-A:15, III or any other applicable law.
- d. By entering into this Consent Order, the NHID and the Respondent intend to fully resolve all issues relating to the above-mentioned matters. This Consent Order shall be deemed a complete settlement and full and final resolution and is in lieu of any other action(s) that has and could have been brought by the NHID relating to these matters. Provided however, notwithstanding the foregoing, the NHID may take any and all appropriate actions should the Respondent violate any provision of the State’s insurance laws or rules in the future.

- e. This Consent Order shall be fully enforceable in any Superior Court in the State of New Hampshire, and any actions to enforce this Consent Order shall be governed by the laws of the State of New Hampshire.
- f. This Consent Order is considered a public regulatory action and will be reported to the National Association of Insurance Commissioners. The Respondent must, in the future, answer "YES" to any question which asks "have you ever been named or involved as party in an administrative proceeding" or any substantially similar question.

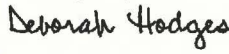
**IT IS SO ORDERED.**

**NEW HAMPSHIRE INSURANCE DEPARTMENT**

Date: 5/10/24

  
David J. Bettencourt, Commissioner

Date: 5/6/2024

DocuSigned by:  
  
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Health Plans, Inc.  
Authorized Representative, Respondent