

ILLINOIS LIFE & HEALTH INSURANCE GUARANTY ASSOCIATION
PENN TREATY, IN LIQUIDATION

August 13, 2018

SECOND NOTICE
POLICY AND CLAIMS ADMINISTRATION
RELATING TO YOUR PENN TREATY POLICY
CHANGE EFFECTIVE AUGUST 14, 2018

We're helping you get a grip on the change!

As you know, we previously advised you last month that effective August 14, 2018, the Illinois Life & Health Insurance Guaranty Association (“the Association”) will be providing policy and claims administration services to you for all Penn Treaty claims and provider bills. Please be assured that your policy and claims administration will be handled with excellence by the Illinois Life & Health Insurance Guaranty Association effective August 14, 2018. Although Penn Treaty will no longer handle the administration of your policy, you can count on the Illinois Life & Health Insurance Guaranty Association to be there for all your policy and claims handling needs.

As a reminder, please look for the Association’s logo, shown below, as a way to know that all future correspondence will come to you from the Association. **The Association’s privacy policy is included with this notice.**



As you know, on March 1, 2017, the Commonwealth Court of Pennsylvania placed Penn Treaty Network America Insurance Company and its subsidiary, American Network Insurance Company, into liquidation. Since that time, Penn Treaty, through its Receiver, has administered your policy on behalf of the Illinois Life & Health Insurance Guaranty Association. **The Illinois Life & Health Insurance Guaranty Association has been responsible for payment of your claims since March 1, 2017.**

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Who to Contact?

Beginning August 14, 2018, please contact the Illinois Life & Health Insurance Guaranty Association as follows:

**Illinois Life & Health Insurance Guaranty Association
P. O. Box 4198
Lisle, IL 60532**

**Email address: PTinquiry@illinoisga.org
Phone Number: 773-444-4071
Fax Number: 773-304-3559**

For more information regarding the Illinois Life & Health Insurance Guaranty Association, and its statute and provisions, please visit www.ilhiga.org.

PREMIUM PAYMENTS

- If you currently **pay your premium by check:**

Your premium **checks must be made payable to the “Illinois Life & Health Insurance Guaranty Association”** and mailed to:

Illinois Life & Health Insurance Guaranty Association
P.O. Box 84905
Chicago, Illinois 60689-4905

Checks that are not made payable to the Illinois Life & Health Insurance Guaranty Association cannot be accepted and will be returned to you for correction.

- If you **pay your premium through automatic bank draft:**

Effective August 14, 2018, your premium will be automatically withdrawn by Fifth Third Bank (The Association’s bank), and will show the name of “ILHIGA Servicer” as the entity withdrawing your premium. There is nothing you need to do.

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CLAIMS

Your benefits will continue to be paid so long as you continue to pay your premium when due and remain eligible for benefits per the provisions of your policy and subject to the Illinois Life & Health Insurance Guaranty Association's statutory limit.

- If you have an existing claim for benefits:

Before August 14, 2018: Penn Treaty will continue to process claim information that was submitted prior to August 14, 2018. Continue to contact Penn Treaty at 800-362-0700 with any questions related to existing claims. All claims as of September 28, 2018 will be transferred to the Illinois Life & Health Insurance Guaranty Association to continue processing and payment.

Beginning August 14, 2018: Send all claim information to the Illinois Life & Health Insurance Guaranty Association at the email or mailing address found on page 2.

- If you have a new claim for benefits:

Beginning August 14, 2018: Contact the Illinois Life & Health Insurance Guaranty Association at 773-444-4071 or PTInquiry@illinoisga.org.

CONTACT INFORMATION

Please contact the Illinois Life & Health Insurance Guaranty Association for any questions about this IMPORTANT NOTICE.

