

NOTICE TO LAND OF LINCOLN INSUREDS AND EMPLOYER GROUPS

On July 14, 2016, Land of Lincoln Mutual Health Insurance Company ("Land of Lincoln") was placed into rehabilitation pursuant to Article XIII of the Illinois Insurance Code. On that date, Anne Melissa Dowling, Acting Director of Insurance of the State of Illinois, by way of the Illinois Attorney General's Office, caused a complaint to be filed seeking the entry of an Agreed Order of Rehabilitation against Land of Lincoln. Also on July 14, 2016 the Circuit Court of Cook County, Illinois entered the requested Agreed Order and affirming Director Dowling as the statutory rehabilitator of Land of Lincoln.

Land of Lincoln is no longer offering health plans for individuals on the Federal Health Insurance Marketplace (HealthCare.gov). Land of Lincoln has also stopped offering health plans for employer groups.

Director Dowling has been working with the Centers for Medicare and Medicaid Services ("CMS") for purposes of having a special enrollment period opened in order to allow individual insureds an opportunity to obtain replacement coverage during 2016 on the Federal Health Insurance Marketplace (HealthCare.gov). CMS plans to provide Land of Lincoln individual insureds with two special enrollment periods ("SEP"):

1. The first special enrollment period, referred to as "Advanced Availability," will run from August 2, 2016 through September 30, 2016 for coverage commencing on October 1, 2016; and
2. The second special enrollment period, referred to as "Normal SEP," will run from October 1, 2016 through November 29, 2016 for coverage commencing on the first of the following month.

It is important that individual insureds take note that if they enroll in a new plan on the Federal Health Insurance Marketplace during the Advanced Availability period they will have no gap in coverage, but that if they wait until the Normal SEP period to enroll in a new plan there will be a gap in their health insurance coverage.

Employer groups should work with their agent or broker to explore their options. If you are an employer group that enrolled in a Land of Lincoln plan on the open market, please work with your agent or broker. Questions for Small Business Health Options Program ("SHOP") customers can be directed to the call center for the SHOP Marketplace, which is part of HealthCare.gov, at 1-800-706-7893, TTY 1-800-706-7915., Mon-Fri, 9 a.m. to 7 p.m. (ET). Agents and brokers may also use this number.

IT IS IMPORTANT THAT LAND OF LINCOLN INSUREDS CONTINUE TO RECEIVE HEALTHCARE SERVICES WITHOUT INTERRUPTION FROM LAND OF LINCOLN PROVIDERS. PROVIDERS WILL BE PAID FOR SERVICES DELIVERED TO LAND OF LINCOLN INSUREDS UNDER THEIR PROVIDER

AGREEMENTS. CLAIMS FOR SERVICES SHOULD BE SUBMITTED AS USUAL FOR PAYMENT. PROVIDERS SHOULD NOT REFUSE SERVICE TO INSURED.

Please be sure to check the Illinois Department of Insurance (DOI) website frequently for updates and new information related to your coverage with Land of Lincoln.

**LAND OF LINCOLN, IN REHABILITATION
FREQUENTLY ASKED QUESTIONS**

FOR INDIVIDUAL POLICYHOLDERS

1. How long do I have to enroll in a new policy?

Consumers who experience a qualifying event can enroll or change plans through a Special Enrollment Period (“SEP”). For additional details visit Healthcare.gov; <https://marketplace.coms.gov/outreach-and-education/special-enrollment-periods-for-marketplace.pdf>

- SEPs provide a pathway to coverage.
- Land of Lincoln’s individual insureds will have an “Advanced Availability” enrollment period from August 2, 2016 through September 30, 2016 for coverage commencing on October 1, 2016; the benefit of enrolling during the Advanced Availability period is that you will have no gap in health insurance coverage.
- Land of Lincoln’s individual insureds may also enroll during the “NORMAL SEP” enrollment period of October 1, 2016 through November 29, 2016, but coverage will not begin until the first of the following month, thereby resulting in a gap in health insurance coverage.

2. What happens if I don’t enroll?

- Your coverage with Land of Lincoln, assuming you have continued to pay your premium, will terminate effective October 1, 2016.
- If you do not enroll during the Advanced Availability period of August 2, 2016 through September 30, 2016, starting October 1, 2016 you will have no health insurance coverage (unless you have chosen to purchase private health insurance coverage).
- If you did not enroll during the Advanced Availability period, you may still enroll on the Federal Health Insurance Marketplace during the Normal SEP period of September 1, 2016 through November 29, 2016 for coverage effective the first of the following month (which will result in your having a period of time during which you have no health insurance coverage).
- If you fail to enroll (or obtain private health insurance coverage) during either of the two enrollment periods, then you will not be able to enroll through the Federal Health Insurance Marketplace for health insurance coverage with an effective date prior to January 1, 2017, and will have no health insurance coverage from October 1, 2016 through the end of the year, December 31, 2016.

3. Will I be notified when the Special Enrollment Period Begins?

- Land of Lincoln’s individual insureds will have an “Advanced Availability” enrollment period from August 2, 2016 through September 30, 2016 for coverage commencing on October 1, 2016; the benefit of enrolling during the Advanced Availability period is that you will have no gap in health insurance coverage.
- Land of Lincoln’s individual insureds may also enroll during the “NORMAL SEP” enrollment period of October 1, 2016 through November 29, 2016, but coverage will not begin until the first of the following month, thereby resulting in a gap in health insurance coverage.
- This information will also be available on the DOI web site <http://insurance.illinois.gov/>

4. Will I have to change doctors?

To compare plans and confirm what doctors/hospitals are in network for that plan, go to Healthcare.gov/see-plans/ and access the tools to confirm if your preferred doctors and/or hospitals are available. <https://www.healthcare.gov/see-plans/>

5. If I enroll in a new plan, will the amount of my monthly premium increase?

The amount of your monthly premium will change depending on the insurer and plan options that you may choose. To compare plan options during the Special Enrollment Period, go to Healthcare.gov and access the link to preview plans and compare prices.

6. If I enroll in a new plan, will I be credited with the deductible and out of pocket expense payments I have made?

Your obligation to pay deductibles and out of pocket expenses will be “reset” when you enroll in a new plan. The deductible and out of pocket expense payments you have made under your plan with Land of Lincoln will not carry over to the new plan you select. You will have to meet the new deductible and out-of-pocket expense requirements of the replacement plan you select.

7. Will my tax credit for having health insurance coverage with Land of Lincoln stay in place for the remainder of 2016?

If you are receiving a tax credit for your 2016 Land of Lincoln individual plan coverage and you enroll in a new 2016 marketplace plan during the SEP, you may continue to receive a tax credit based on your income.

8. Do I need to keep paying premiums to Land of Lincoln?

Yes, if you want to keep your Land of Lincoln coverage in force, you must continue to pay your premiums to Land of Lincoln. Please note: if your Land of Lincoln policy is cancelled for non-payment of premium you will not be eligible for a special enrollment period.

9. Will my claims still be paid?

Yes, Land of Lincoln will continue to pay claims of its current members.

10. Can I still see my doctors and other providers? What about ongoing or upcoming care? What about my prescriptions?

Yes, members can continue to see providers and receive coverage for both medical and pharmacy needs. If you have problems with providers not honoring your insurance, contact the Office of Consumer Health Insurance at 1(877)527-9431, or submit a written complaint at <https://mc.insurance.illinois.gov/messagecenter.nsf>.

11. What is the Illinois Life and Health Insurance Guaranty Association?

The Illinois Life and Health Guaranty Association (“ILHIGA”) (1520 Kensington Road, Suite 112 Oak Brook, IL 60523 (773) 714-8050 <http://www.ilhiga.org>) was created under Illinois Law in 1986. The purpose of ILHIGA is to provide protection for certain “covered persons” under life and health insurance policies issued by insolvent member companies. Insurance companies must hold a certificate of authority to transact life and/or health insurance business in Illinois to be an ILHIGA member company. In the event that an insurer becomes insolvent and is ordered into liquidation, ILHIGA provides coverage in accordance with 215 ILCS 5/ Article XXXIII ½. These statutory provisions set forth the ILHIGA’s contractual obligations and establish several important limits on coverage.

12. Who should I contact if I have additional questions?

You may contact the Federal Health Insurance Marketplace at 1-800-318-2596, the DOI Office of Consumer Health Insurance at DOI at 1-877-527-9431, or the Land of Lincoln Call Center at 1-844-674-3844.

FOR EMPLOYER GROUPS

1. I am an employer and have a Land of Lincoln Health group insurance plan. How does this impact my company?

You should work with your agent or broker to explore your options. If you are an employer group that enrolled in Land of Lincoln plans in the open market, please work with your agent or broker. Questions for Small Business Health Options Program (“SHOP”) customers can be directed to the call center for SHOP Marketplace, which is part of HealthCare.gov, at 1-800-706-7893, TTY 1-800-706-7915., Mon-Fri, 9 a.m. to 7 p.m. (ET). Agents and brokers may also use this number.

2. Should I make my premium payment?

If you want to continue your coverage with Land of Lincoln, your premium must be paid by the due date. If you want to cancel your coverage, contact land of Lincoln or work with your broker or agent.

3. If I want to continue to use the SHOP Marketplace and change insurance companies, where do I go?

Contact your agent or broker, go to HealthCare.gov, or call the SHOP Call Center for Small Businesses at 1-800-706-7893.