

October 3, 1997

To:

Medicare Supplement Insurers

From:

Ron Kotowski
Assistant Deputy Director

Subject:

Company Bulletin #97-5
Medicare Supplement I.D. Cards

The Illinois Department of Insurance provides an insurance counseling service for Medicare beneficiaries. The Senior Health Insurance Program (SHIP) trains senior volunteers to counsel beneficiaries on Medicare, Medicare Supplement Insurance, Medicare HMOs and Long Term Care Insurance. These volunteer counselors, as well as Department staff, encounter numerous problems in trying to assist consumers when insurers do not provide the plan type (A-J) on I.D. cards. In addition, similar problems are encountered when insurers use their corporate name or the plan acronym on I.D. cards instead of the specific name of the insurer.

To resolve these issues and to better serve Illinois consumers, the Department of Insurance is requesting that all Medicare Supplement insurers revise their insurance I.D. cards to include the plan type (standardized plans only) as well as the specific company name. In the very near future, the Department will be modifying its Medicare Supplement Regulation (Part 2008) to require insurers to include such information on their I.D. cards. If you have any questions regarding this issue, please contact either Karen Vancil (217-785-7356) or Linda Fritz (217-785-7350). Your cooperation will be greatly appreciated