



11825 N. Pennsylvania Street
Carmel, IN 46032

WashingtonNational.com

Illinois Department of Insurance Bulletin 2018-12

Suspension of Cancellation, Non-renewal and Premium Payments

Posted Date 12/18/2018 – Illinois residents of Christian County. As of November 23, 2018, this county was a declared disaster area by the Governor of the State of Illinois following significant storms. The Illinois Department of Insurance issued Bulletin 2018-12. If you reside in a disaster area and were affected by the storms, Washington National Insurance Company will work with you to keep your policies in force, including allowing additional time to pay owed premium along with reinstatement with paid premium. Please call your agent or the Washington National at 800-525-7662, M – F, between 8:00 am and 4:30 pm Central time.

Illinois consumers may contact the Department of Insurance to file a complaint regarding a disaster-related dispute or issue at 1-866-445-5364, or file a complaint online at: <https://mc.insurance.illinois.gov/messagecenter.nsf>

Illinois confidentiality protocols for victims of domestic violence and endangered individuals

Illinois Insurance Law 215 ILCS 5/355b requires accident and health insurers to accommodate a reasonable request made by a person covered by an insurance policy to receive communications of claims-related information by alternate means or at alternate locations if the person clearly states that disclosure of the information could endanger the person. The parent or guardian of a covered child may request to receive alternate means of communication for the child.

Without the express consent of the person making the request, an insurer **may not** disclose:

1. The name, address, telephone number or other personal information of the person requesting the accommodation or child residing with such person;
2. The nature of the services provided to the impacted individual; or
3. The name or address of the person or entity providing services to the impacted individual.

To request confidentiality

You may submit a written request for confidential handling of health information to the company. The request must supply the following information:

- The manner in which you wish to receive confidential communications and specification of an alternative address or other information necessary to deliver information in the requested manner.
- The information, or type of information, to be communicated in the confidential manner requested (this may be limited to a particular illness or treatment or to all exchanges of protected health information).
- If applicable, the time period for which the request applies.
- If confidential handling of billing matters is also requested, the manner in which payment of premium will be made.

Requests should be addressed to:

Washington National Insurance Company
11825 N. Pennsylvania Street
Carmel, IN 46032

A confidentiality request may be revoked at any time by mailing a letter of instruction to the address above.

For further information on domestic violence services, contact the Illinois Domestic Violence Hotline at (877) 863-6338.

We recommend that participating health service providers print and post this information in their offices.