

CoOpportunity Health Liquidation Frequently Asked Questions For Individuals

1. Will I be able to have insurance through CoOpportunity Health through 2015?

- If you enrolled on or before December 15, 2014, and you continue to make your premium payments you can have coverage subject to the Guaranty Association limitations. If you received advance premium tax credits, they will stop and you will be responsible for the entire premium after the date of the liquidation.
- If you were a CoOpportunity Health policyholder during 2014 and made no election or changes prior to December 15, 2014, an auto-renewal was processed and your coverage continued with CoOpportunity Health. Such coverage will continue subject to the Guaranty Association coverage limitations until the earlier of the date you replace coverage or the date coverage is cancelled/nonrenewed, which will be no later than the end of this year. If you received advance premium tax credits, they will stop and you will be responsible for the entire premium after the date of the liquidation.
- If you signed up on December 16, 2014 or later you will not have coverage with CoOpportunity Health. You have until the end of open enrollment, which ends February 15, 2015, to enroll in another plan which will be effective March 1st, 2015, to avoid a gap in any Marketplace financial assistance.
- Individuals enrolled with CoOpportunity Health will receive a Special Enrollment Period from the Marketplace. A 60-day Special Enrollment period, beginning the date the liquidation becomes effective, will give individuals additional time to enroll in other coverage. Individuals enrolling during this Special Enrollment Period will have a gap in advance premium tax credits and cost sharing reduction eligibility. To avoid uncertainty, individuals must switch plans before February 15, 2015. To obtain coverage during the special enrollment period you must call the Marketplace at 1-800-318-2596.
- It is also important to select a new plan as soon as possible because yearly deductibles will reset when a new plan is purchased.
- **All individuals are strongly encouraged to look at other options at the earliest possible time.**

2. What is changing with my CoOpportunity Health insurance policy?

- CoOpportunity Health is no longer offered on the Iowa or Nebraska Health Insurance Marketplace for individuals or the SHOP Marketplace for small businesses.
- Assuming a February 28, 2015 liquidation order, beginning March 1, 2015, your coverage will be limited in both amount and duration. State statutes create a safety net to protect policyholders when insurers go out of business. Those statutes cap coverage at \$500,000 per person.
- Assuming a February 28, 2015 liquidation order, advance premium tax credits and cost sharing reductions will continue until February 28, 2015. On March 1, 2015, those

premium tax credits and cost sharing reductions will stop. Individuals are strongly encouraged to enroll in another policy through the Marketplace by February 15, 2015, if they wish to continue receiving advance premium tax credits and cost sharing reductions.

- Watch for important information you may receive from CoOpportunity Health, HealthCare.gov, the Iowa Insurance Division or the Nebraska Department of Insurance or the Iowa or Nebraska Guaranty Associations.
- For additional information, contact www.Healthcare.gov at 1-800-318-2596, TTY 1-855-889-4325. The Marketplace call center is open 24 hours a day, 7 days a week.

3. What does liquidation mean?

On December 23, 2014, Iowa Insurance Commissioner, Nick Gerhart, applied for and the Polk County District Court issued an order appointing the Commissioner as rehabilitator of CoOpportunity Health. The [Iowa Insurance Division](#) has now determined that CoOpportunity Health should be placed into liquidation and plans to file a liquidation petition seeking an order of liquidation as of February 28, 2015. The company will continue in existence during liquidation but the Commissioner, as Liquidator, is granted authority to manage the company for the purpose of winding up its operations. The Commissioner will:

- Continue management of the company, including for purposes of liquidation.
- Maintain policyholder accounting.
- Determine the company's liabilities.
- Liquidate the company's assets.
- Distribute assets in accordance with Iowa law.
- Seek the dissolution of the company.

Policyholders may find it in their best interests to find other coverage before the end of open enrollment, which ends February 15, 2015.

4. Will CoOpportunity Health still have a website?

Yes, the [Iowa Insurance Division](#), as liquidator, will maintain the website.

5. Should I pay my premium?

Yes, as long as the individual remains in a CoOpportunity policy, to avoid a gap in coverage, you must pay your monthly premiums when due. Individuals are strongly encouraged to explore other coverage options because of the anticipated liquidation order, the loss of any advance premium tax credits and cost sharing subsidies, and coverage will be limited and will terminate no later than the end of this year.

6. Will automatic withdrawals for premium payments continue to be withdrawn from my checking account?

Yes, until you cancel your coverage or your coverage otherwise terminates.

7. Can I still submit claims?

Yes, submit your claims to CoOpportunity Health as usual.

8. Will my provider still accept my insurance?

The liquidation order should not impact your provider's standing with CoOpportunity Health. Providers participating in the Midlands Choice network are obligated to continue to serve CoOpportunity Health members in accordance with their participating provider agreement. Providers, as normal business practice, should always verify member eligibility through the CoOpportunity Health provider website or by calling CoOpportunity Health Provider Service at 1-888-324-2064, Mon-Fri, 7 a.m. to 6 p.m.

9. If I want to inquire about subsidies for health insurance and change insurance companies, where do I go?

Marketplace open enrollment ends February 15, 2015 so contact the Health Insurance Marketplace at 1-800-318-2596, TTY 1-855-889-4325 to enroll. The Marketplace call center is open 24 hours a day, 7 days a week.

Beginning on February 16, current CoOpportunity policyholders may still enroll in a new plan but must contact the Marketplace call center at 1-800-318-2596 to shop for a new plan with a March 1 effective date.

Current CoOpportunity policyholders will have until April 29, 2015 to pick a new plan through a special enrollment period. However, coverage will start the first of the month that follows the date the new plan is purchased. This means that in order for policyholders to maintain any financial assistance without interruption, they need to choose a new plan by February 28. Individuals should consult an agent, broker, navigator or certified application counselor, however, you must call the Marketplace to select new coverage or make any change after February 15, 2015.

To avoid confusion enroll in a new plan by February 15, 2015.

10. What happens if I cancel my policy?

Your coverage with CoOpportunity Health will stop and claims incurred will not be paid after cancellation. If you do not purchase replacement insurance to continue minimum essential coverage, you may be subject to the Affordable Care Act individual mandate penalty.

11. Who do I call for precertifications or prior authorizations?

The notification requirements in your policy do not change. Contact CoOpportunity Health at 1-888-324-2064, Mon-Fri, 7 a.m. to 6 p.m.

12. What about my new baby or other special life event?

The membership eligibility requirements in your policy do not change. If you enrolled through the Marketplace (HealthCare.gov), you need to call the Marketplace. If you enrolled off Marketplace, or are enrolled in group coverage, contact CoOpportunity Health at 1-888-324-2064, Mon-Fri, 7 a.m. to 6 p.m.

13. If I have questions or need to make changes to my current CoOpportunity Health policy, who do I contact?

Contact CoOpportunity Health at 1-888-324-2064, Mon-Fri, 7 a.m.-6 p.m.

14. If I am in the transplant process, have prior authorization for surgery, or am starting counseling related to a future medical treatment, am I covered?

Yes, if you are enrolled and continue to make your premium payments you are covered, however, you are strongly encouraged to enroll in other coverage before February 15, 2015. In liquidation, your current CoOpportunity Health policy will be subject to additional restrictions, including a limit in benefits to \$500,000 per individual.