

Optum Takes Action to Support People Affected by Flooding in Illinois

Optum is taking actions to support members in Calhoun, Jackson, Jersey, Madison, Monroe, Randolph, Alexander, Cass, Christian, Clinton, Cumberland, Douglas, Iroquois, Lawrence, Marion, Menard, Morgan, Moultrie, Pike, Richland, Sangamon, Vermilion and St. Clair counties in Illinois, who may have been affected by the recent floods.

Actions to Support Affected Members***Out of Network Coverage***

Plan participants who are displaced from their homes or whose network medical facility or physician is not accessible, are encouraged to call customer care at the number located on the back of their medical ID card for obtaining in-network benefits if a network care provider is not available.

This includes plan participants enrolled in all fully insured commercial products, Medicare Advantage, Medicare Supplement plans and Medicaid plans. This policy is effective from Dec. 29, 2015 – Feb. 29, 2016.

Extensions/Moratorium on Cancellations and Nonrenewals

Affected policyholders will also be provided a 60 day extension for payment of premium, submission of claims, appeals filings, as well as a 60 day moratorium on cancellation notifications and or nonrenewal notifications. This policy is effective from Dec. 29, 2015 – Feb. 29, 2016.

Availability of the Illinois Department of Insurance

To file a complaint regarding a disaster-related dispute or issue plan participants may contact the Department's toll-free complaint hotline at 1-866-445-5364, or file a complaint online at: <https://mc.insurance.illinois.gov/messagecenter.nsf>

Additional Information

For more information, please visit <http://insurance2.illinois.gov/cb/2015/CB2015-13.pdf>