

Background and Frequently Asked Questions (FAQs) Regarding

Friday Health Plans of Nevada in Liquidation

Background

On July 25th, the Clark County District Court entered an Order of Liquidation for Friday Health Plans of Nevada (“FHP-NV”) that became effective on September 1, 2023.

The Liquidation Order authorizes Nevada Insurance Commissioner Scott Kipper, through the Special Deputy Receiver Darren Ellingson, to liquidate and wind up the business of FHP-NV and to act in all ways and exercise all powers necessary for the purpose of the Order and the liquidation provisions of Nevada law. Effective on September 1, 2023, the Nevada Life & Health Insurance Guaranty Association assumed claim payment responsibility in accordance with policy provision and statutory limits.

All FHP-NV coverage ended at 11:59 p.m. on August 31, 2023. Policyholders and Providers should continue to submit claims, in the same manner, for all services provided on or before August 31, 2023.

Questions & Answers

1. Will my policyholder claims be paid?

The finding of insolvency triggers the Nevada Life & Health Insurance Guaranty Association to begin paying the covered FHP-NV claims according to policy provisions and up to the statutory limit of \$500,000. **All previously submitted claims have automatically been transferred to the Nevada Guaranty Association and will be processed as expeditiously as possible. Please do not resubmit claims; resubmittal will slow the payment process for all policyholders and providers.**

2. What if I submit claims incurred on or before August 31, 2023 after my coverage with FHP-NV ends?

If you have already submitted your claims, all claim data has already been transferred to the Nevada Guaranty Association. If you have unsubmitted claims for services provided before midnight, August 31, 2023, please submit those claims through the normal submission process.

Policyholders and providers **DO NOT** need to submit any additional documentation beyond the normal claim submissions for the Nevada Guaranty Association to process their claims.

3. When Will My Claims Be Paid?

The liquidation and transfer to the Nevada Guaranty Association will cause an initial delay in the payment of claims. The valuation of new and existing claims will be determined in accordance with policy provisions and Nevada statutory requirements. The Nevada Guaranty Association began paying claims on September 1st. Policyholders with claims that may exceed the Nevada Guaranty Association statutory coverage limit of \$500,000 will be notified by the Special Deputy Receiver of any possible claim against the assets of the FHP-NV estate.

4. If I need help with my policy or with a claim, who should I contact?

Nevada Life and Health Insurance Guaranty Association
Phone 844-535-2000 Monday-Friday 8a.m. - 5p.m. Pacific Time.
Email: info@nvlifega.org
Website: <http://www.nvlifega.org>

5. How Does Liquidation Work?

In liquidation, the Receiver is authorized to liquidate the company in accordance with the terms and provisions of the Nevada Insurance Code. Accordingly, the Receiver works to conserve the remaining assets of FHP-NV and to develop and implement a claims process to determine the valid and appropriate liabilities of FHP-NV, among other things. The Liquidation Court has original jurisdiction of these insolvency proceedings. The Receiver, as the Liquidator, will take over all the powers of the directors, officers and managers of FHP-NV. All policies terminated on August 31, 2023.

The Liquidation Order also triggers the Nevada Guaranty Association to provide claims payments, subject to policy terms and the applicable statutory limitations.

6. What is the Nevada Life and Health Insurance Guaranty Association?

The Nevada Life and Health Insurance Guaranty Association was created by the Nevada Legislature to protect policyholders of an insolvent insurance company. All insurance companies licensed to sell life or health insurance in Nevada must be members of the Nevada Life and Health Insurance Guaranty Association. To the extent FHP-NV assets are insufficient to fund the Nevada Guaranty Association obligations, the Nevada Guaranty Association may assess its member insurance companies to fund obligations, subject to certain limitations.

7. What is the Status of my FHP-NV Policy?

Your current FHP-NV health insurance policy terminated at midnight on August 31, 2023. Claims for services provided on or before August 31, 2023 will be paid pursuant to the policy terms and the Guaranty Association \$500,000 statutory limit.

7. When can I change Health Insurance Companies

A special enrollment period has begun to ensure existing FHP-NV members have

time to shop for and enroll in a new health insurance policy on the Exchange (NevadaHealthlink.com) before their current coverage is terminated. The special enrollment period will end on October 31, 2023. ***To avoid any gap in coverage, FHP-NV members must enroll in a new health insurance plan by August 31, 2023.*** Consumers that fail to select a new plan by this date will still have until October 31, 2023, to enroll in a health insurance plan, but will have a gap in coverage from August 31, 2023 until the first day of the next month. For example, if a person enrolls in health insurance on September 1, coverage will begin on October 1, leaving the person with a gap in coverage for the month of September.

8. How does the Special Enrollment Period Work?

A special enrollment period allows an FHP-NV member to enroll in a health plan outside of the normal open enrollment period. FHP-NV members may shop for and enroll in a new health insurance plan on Nevada's online health insurance marketplace website (the "Exchange") at NevadaHealthlink.com. For help choosing and enrolling in a new Exchange health plan, members should visit [Nevada Health Link](#) or call Nevada Health Link at (800) 547-2927 to find a Nevada certified agent, broker or enrollment counselor. The special enrollment period runs from now until October 31, 2023. **NOTE: Members must enroll by August 31, 2023, to avoid a gap in coverage.**

9. What if I do not find Replacement Coverage before the Policy Termination date?

If you have not begun looking for replacement coverage, you should do so immediately. Failure to obtain replacement coverage means you will be uninsured until you obtain new coverage. You will not have coverage for any loss that occurs during that period.

10. Who should I contact for problems with an EXISTING claim?

Contact FHP-NV. Refer to Question 3 for contact information.

11. What should I do if I currently have a claim check that was issued for a claim on an FHP-NV policy?

Cash the check or deposit it with your bank.

12. I received a bill from the doctor, what should I do?

Claims should be submitted to FHP-NV via the website portal. Refer to Question 3 for contact information.