



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF INSURANCE AND FINANCIAL SERVICES
LANSING

PATRICK M. McPHARLIN
DIRECTOR

Consumers Mutual Insurance of Michigan Rehabilitation Information

On November 13, 2015, Ingham County Circuit Court Judge Jamo issued a Rehabilitation Order placing Consumers Mutual Insurance of Michigan (“Consumers Mutual Insurance”) into Rehabilitation and naming the Director of the Department of Insurance and Financial Services (“DIFS”) as the company’s Rehabilitator. Rehabilitation is a corporate reorganization under Chapter 81 of the Michigan Insurance Code that is conducted under the supervision of the Ingham County Circuit Court. The Rehabilitation Order allows DIFS to ascertain Consumers Mutual Insurance’s financial condition and implement steps to protect Consumers Mutual Insurance policyholders and creditors.

The Director of DIFS has appointed James Gerber as Deputy Rehabilitator. If you are an insured of Consumers Mutual Insurance and need information, please call Consumers Mutual Insurance customer service toll free at 1-877-371-9112. If you are a provider and need to speak to the Deputy Rehabilitator on urgent matters please call James Gerber at 1-517-918-6236.

Group Policyholders:

Billing: As a policyholder of Consumers Mutual Insurance, you will continue to receive covered services and Consumers Mutual Insurance will continue to pay for that care. You will continue to be billed for premiums as long as your policy is effective with Consumers Mutual Insurance. The Rehabilitation Order prohibits health care providers from seeking payment from you for health care goods and services provided prior to the date of the Rehabilitation Order, as long as those health care goods and services are covered under your Consumers Mutual Insurance policy. Please remember that you will continue to be responsible for payment of any non-covered health care goods and services, deductibles, and/or copayments. If you believe that you have been improperly billed, please contact Consumers Mutual Insurance customer service toll free at 1-877-371-9112.

Policyholder Care Concerns: If you have any problems with a provider who states they no longer accept Consumers Mutual Insurance, please call customer service toll free at 1-877-371-9112. If the provider was a contracted provider as of November 13, 2015, the provider is required by the Rehabilitation Order to continue to provide services to Consumers Mutual Insurance policyholders. The provider is prohibited from balance billing members.

Individual Policyholders:

Billing: As a policyholder of Consumers Mutual Insurance, you will continue to receive covered services and Consumers Mutual Insurance will continue to pay for that care. You will continue to be billed for premiums as long as your policy is effective with Consumers Mutual Insurance. The Rehabilitation Order prohibits health care providers from seeking payment from you for health care goods and services provided prior to the date of the Rehabilitation Order, as long as those

health care goods and services are covered under your Consumers Mutual Insurance policy. Please remember that you will continue to be responsible for payment of any non-covered health care goods and services, deductibles, and/or copayments. If you believe that you have been improperly billed, please contact Consumers Mutual Insurance customer service toll free at 1-877-371-9112.

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Policyholder Coverage Concerns: You will need to purchase health insurance from another company prior to December 15, 2015 in order to have coverage on January 1, 2016. Visit Healthcare.gov or contact your insurance agent to enroll in coverage.

Employers:

Your employees will continue to receive coverage pursuant to their policy with Consumers Mutual Insurance. You will continue to be billed for premiums as long as your policy is effective with Consumers Mutual Insurance. **Important: As of 12/1/15, Consumers Mutual Insurance is no longer accepting renewals for group insurance. Additionally, you are encouraged to change to a different insurance company as soon as possible. Please discuss your insurance coverage needs with your broker/agent.**

If your employees are refused care or contacted by a collection agency working on a provider's behalf, please contact Consumers Mutual Insurance customer service toll free at 1-877-371-9112. The provider is prohibited from balance billing members.

Providers:

Whether you are a former or current contracted or non-contracted provider of Consumers Mutual Insurance, the Rehabilitation Order prohibits you from pursuing a Consumer Mutual Insurance policyholder for payments for health care goods and services that are covered by a Consumers Mutual Insurance insurance policy. The policyholder is still responsible for any deductibles, non-covered services, or copayments.

Pursuant to the Rehabilitation Order, Consumers Mutual Insurance will pay provider claims for all covered services provided to a Consumer Mutual Insurance policyholder. Providers are prohibited from balance billing members.

Under the terms of the Rehabilitation Order all contracted providers are enjoined from terminating their contractual relationship with Consumers Mutual Insurance without the Rehabilitator's, Deputy Rehabilitator's and Court's consent.

Agents:

As licensed agents with Consumers Mutual Insurance you will receive your commission payments for all commissions earned on or after November 13, 2015. Consumers Mutual Insurance is currently prohibited under the Rehabilitation Order from paying commissions earned prior to November 13, 2015. Agents will be advised of procedures to submit their claims for payment for commissions earned prior to November 13, 2015. At this time, Consumers Mutual Insurance is not accepting any new business and is not renewing existing business as of 12/1/15; consequently agents should not accept any applications from new customers for a Consumers Mutual Insurance insurance policy. **You are encouraged to work with your customers to move them to a different insurance company as soon as possible. All group policies are encouraged to move to a different company by 12/31/15.** Consumers Mutual Insurance will provide you with reports to assist you and the employer groups in this process.