

If you purchased an individual health insurance policy that was issued in New York State other than a Medicare Advantage, Prescription Drug Plan, or Medicare Supplement policy, this notice applies to you. Any such policy you purchased through Mercer Marketplace 365+ Retiree (a service of Mercer Health & Benefits Administration LLC) would be billed directly by your insurer. Insurers should be sending information regarding these amendments, summarized as follows.

A recent Executive Order issued by Governor Cuomo, together with recent amendments to the insurance and banking regulations (the “regulations”) issued by the New York State Department of Financial Services (“Department”), extend grace periods and give you other rights under your individual health insurance policy if you can demonstrate financial hardship as a result of the novel coronavirus (“COVID-19”) pandemic. These grace periods and rights are currently in effect but are temporary, though they may be extended further. Please check the Department’s website at <https://www.dfs.ny.gov/consumers/coronavirus> for updates. A copy of the Executive Order and regulations can be found at:

- <https://www.governor.ny.gov/news/no-20213-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency> and
- [https://www.dfs.ny.gov/system/files/documents/2020/04/re62\\_a59\\_text.pdf](https://www.dfs.ny.gov/system/files/documents/2020/04/re62_a59_text.pdf).

#### Insurance Payments - Grace Period

If you can demonstrate financial hardship as a result of the COVID-19 pandemic, your insurer must extend the grace period for the payment of premiums and fees under your individual health insurance policy to the later of the expiration of the applicable contractual grace period and 11:59 p.m. on June 1, 2020. If you do not make a timely premium payment and can demonstrate financial hardship as a result of the COVID-19 pandemic, your insurer may not impose any late fees relating to the premium payment or report you to a credit reporting agency or a debt collection agency regarding such premium payment. In addition, your insurer is responsible for paying claims and may not retroactively terminate your policy or contract for non-payment of premium during this period.

For ongoing updates, please visit our [website](#).

#### How to Demonstrate Financial Hardship

If you are unable to make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic, you may submit to your insurer a statement that you affirm in writing that you are experiencing financial hardship as a result of the COVID-19 pandemic, which the insurer shall accept as satisfactory proof. Such statement is not required to be notarized.

## Questions

If you have any questions regarding your rights under the Executive Order or regulations, please contact your insurer. The insurer should also be sending a notice with a toll-free number to call. If you do not receive that notice from the insurer, call the insurer's member services number on your insurance ID card.