

To view this email as a web page, go [here](#).

National General

Accident & Health

Important Information on COVID-19

Information regarding COVID-19 and National General

National General Accident & Health is committed to maintaining the health of our members and is helping to remove barriers and ease the financial burden for covered members who are seeking testing for COVID-19.

Starting last week, we began notifying National General Accident & Health Short Term Medical plan members of the following enhanced benefits being applied to their plan:

- Members will not be subject to deductibles, copays, or coinsurance for physician-recommended COVID-19 diagnostic testing. This includes claims submitted with the place-of-service code "02" (telehealth).
- For members who have selected to have prescription drug benefits as part of their plan, early refills and up to a 90-day supply (if prescribed) will be permitted upon request due to quarantine or other COVID-19 hardships. Members should call the Pharmacy Benefits number on the back of their Medical Plan ID card to discuss options.

Reminder: If your clients have a Short Term Medical policy purchased through a LIFE Association membership, or have selected to purchase a LIFE Association membership, they have access to telehealth services through Telemed for LIFE. With Telemed for LIFE, all plan members have direct access to consult with state-licensed physicians via phone or video 24 hours a day, 7 days a week, at no additional cost and unlimited consultations.

Please note:

- Many Short Term Medical plans have a 7-day waiting period before any

sickness-related benefits are available. During the 7-day waiting period there will be no coverage for COVID-19 charges or any other charges to which the 7-day waiting period applies.

- Charges for treatment of COVID-19, once diagnosed, will be subject to the plan's deductible, copays, and coinsurance.

If you have members who are concerned about possible exposure to COVID-19, they should contact their health care provider or state Department of Health.

If you have any additional questions, please contact your National General Accident & Health Sales Representative, or visit our website at NatGenHealth.com to view our COVID-19 FAQ.

If your Short Term Medical clients have additional questions they should contact the number on the back of their Short Term Medical ID card.

For agent use only. Not for distribution to consumers. National General Accident & Health markets products underwritten by National Health Insurance Company, Integon National Insurance Company, and Integon Indemnity Corporation. Each underwriting company is financially responsible for its respective products. National Health Insurance Company, Integon National Insurance Company, and Integon Indemnity Corporation have been rated as "A-" (Excellent) by A.M. Best.

NGAH-AGENTNOTICE-COVID-19-EMAIL (03/2020) © 2020 National Health Insurance Company. All rights reserved.
National General Insurance PO Box 3199 Winston-Salem, North Carolina 27102 United States

Can't see the images? [View As Webpage](#)

This email was sent by: National General Insurance
[5630 University Parkway, Winston-Salem, NC, 27105 US](#)

[Privacy Policy](#)

[Update Profile](#) [Manage Subscriptions](#) [Unsubscribe](#)