



Wisconsin Insurance Security Fund

Wisconsin Insurance Security Fund Continuation of Penn Treaty in Liquidation Issued Policies

2018 Administration Transition

Frequently Asked Questions

Wisconsin Insurance Security Fund (the Security Fund) Contact Information

Address	2802 Walton Commons Lane, Suite 135 Madison, WI 53718
Phone	844-544-5484 (toll free) 608-242-9473
Fax	608-242-9472
E-mail	Wisconsin@wisf-madison.org <i>Please do not send claim or personal confidential information by e-mail</i>

1. Why is my policy being moved?

When Penn Treaty was placed into liquidation on March 1, 2017, your protection under Wisconsin law was triggered to continue your coverage. On that date, your Penn Treaty policy became the responsibility of the Wisconsin Insurance Security Fund (the Security Fund). Since liquidation your policy originally issued by Penn Treaty has been provided for by the Security. The Security Fund retained Penn Treaty as an interim administrator for your policy. Now the Security Fund is moving your policy administration to its office.

2. What is a guaranty association?

The Wisconsin Insurance Security Fund was created by Wisconsin law to protect policyholders of an insolvent insurance company subject to certain limits. You can learn more by going to their website at <http://www.wilifega.org>.

3. Who do I contact with questions?

You can reach the Wisconsin Insurance Security Fund by phone toll free at 844-344-5484 or by email at Wisconsin@wisf-madison.org. Their mailing address is 2820 Walton Commons Lane, Suite 135, Madison, WI 53718.

4. Where do I file a claim?

Until September 12, 2018, continue to file your claims with Penn Treaty. Effective September 12, 2018, all claims must be filed with the Wisconsin Insurance Security Fund. Claims can be sent by mail to the Wisconsin Insurance Security Fund at 2820 Walton Commons Lane, Suite 135, Madison, WI 53718. They may also be faxed to 608-242-9473. Do not send claim information by e-mail.

5. Where do I send premium payments?

Your premium payment will transition during September. Refer to billing statement for the address to send your payment. Send your premium payment to the location listed on the statement. Penn Treaty and the Wisconsin Insurance Security Fund will coordinate to make sure all premium payments are properly credited.

Billed Premiums (paper statements) – Penn Treaty will issue its last billing statements in the middle of August. WISF will begin billing premium in September

ACH Premium Payments – Penn Treaty will make its final ACH draw on September 17, 2018 for premium dues dates from September 1 to 15. For premiums due after September 15, ACH draws be generated by the Security Fund. The draw will appear as WISF or Wisconsin Insurance Security Fund (sometimes the Security fund's bank Johnson Bank will appear). This will replace Penn Treaty. You will not need to complete new forms.

6. When will my policy be moved to Wisconsin?

The transfer of your policy administration will be completed by the end of September, 2018.

- Effective August 15, new initial claims will be handled by the Wisconsin Insurance Security Fund.
- Effective September 12, all new claim filings and inquiries will be handled by the Wisconsin Insurance Security Fund.
- Premium payments will move in the middle of September and billing notices will include the correct payment information.
- Pending matters started before September 12 will be completed by Penn Treaty staff before the end of September. If a matter remains open at the end of September, we will transfer it for you, you will not need to do anything. The Security Fund will contact you if an open matter is transferred to them at the end of September.

7. I have an open issue already. Do I need to use the new telephone number for follow up questions?

All pending and open issues as of September 12, 2018 which were being handled by Penn Treaty will continue to be handled by Penn Treaty. If an issue remains unresolved at the end of September we will transfer it for you, you will not need to do anything. The Security Fund will contact you if an open matter is transferred to them at the end of September.

8. Will there be any delays in claims payments as a result of the transfer?

The Wisconsin Insurance Security Fund has carefully prepared for the transition since April. The Security Fund does not anticipate any service delays. However, if you experience an issue, you are encouraged to contact the Security Fund at 844-344-5484.

9. Will there be any changes to my policy as a result of this transition?

No. There will not be any changes to your benefits under the policy as a result of this administrative transition.

10. Will I need to start using new forms?

No. You can continue to use the Penn Treaty forms that you have or contact the Security Fund at 844-344-5484 to obtain new or additional forms.

11. Where should I send information for an existing claim?

If you are receiving care from a facility or home health care agency, the Wisconsin Insurance Security Fund has sent that facility or agency a letter with the new contact information. Effective September 12, 2018, all billing or other information related to an existing claim should be sent to the Wisconsin Insurance Security Fund, 2820 Walton Commons Lane, Suite 135, Madison, WI 53718. You can also fax information to 608-242-9473.

12. Where should I send information for a new claim?

Effective August 15, 2018, all new claims should be sent to the Wisconsin Insurance Security Fund, 2820 Walton Commons Lane, Suite 135, Madison, WI 53718. You can also fax information to 608-242-9473.