

IMPORTANT NOTICE: BAHAMAHEALTH CLIENTS INSURANCE PREMIUM PAYMENTS

EFFECTIVE, THURSDAY, APRIL 16, 2020



To Our Valued Clients:

BahamaHealth understands that during this time, there may be some clients whose income has ceased as a result of the recently imposed Emergency Order due to the Coronavirus (COVID-19). Please note that the Emergency Powers (COVID 19) (No. 2) (Amendment) (No. 9) Order, 2020, dated April 16th, 2020 is a repeal and replacement of Order 8 of the principal Order regarding payment of Insurance Premiums.

The order to defer payments from March 17th for the duration of the state of public emergency and extending for a period of 60 days thereafter shall -

(a) apply in respect of persons who -

- (i) are unable to pay the premium as a result of the termination of their employment; or*
- (ii) are unable to access electronic or any remote means to pay the premium;*

MY JOB WAS TERMINATED. WHAT NOW?

Individual clients whose employment has been terminated as a result of the Emergency Order and are financially unable to pay their premiums should contact their agent or call Client Services to discuss alternative payment options and to make arrangements regarding deferred premium payments.

Client Services – T: 807-2273

from 9am - 9pm, Monday through Friday.

I AM UNABLE TO PAY ONLINE.

Individual clients who do not have the ability to make arrangements for online payments should also contact their agent or Client Services to identify payment options.

We urge all clients who are in a position to do so, to continue making premium payments to avoid the accumulation of substantial overdue amounts which will be due at the end of the period of suspension.

YOU SHOULD KNOW...

Anyone who before or during the Emergency Order paid online or who has the ability to pay online, and whose employment has not been terminated as a result of the Emergency Order, must continue to make payments. **Remote payment instructions are available at www.bahamahealth.com.**

NEED MORE INFORMATION?

For payment information or for the updated Emergency Order regarding the payment of insurance premiums, please visit our website at www.bahamahealth.com/resources/downloads/.

For Client Services queries, contact BahamaHealth at the WhatsApp only numbers below from 9am to 5pm, Monday through Friday.

Claims Support: 806-HELP / 806-4357

Client Care: 807-CARE / 807-2273

Billing: 814-BILL / 814-2455

24-hour verification of benefits, call: 396-1303

Submission of Claims

bhclaimsubmission@familyguardian.com

Claims Support

bahamahealthclaims@familyguardian.com

Eligibility and Claims queries

bhclientrelations@familyguardian.com

Billing queries

bhbilling@familyguardian.com

For Life Insurance information and payment options:

Visit our Family Guardian website at www.familyguardian.com

For Property & Casualty Insurance information and payment options:

Visit our FGIAB website at www.fgiagentsandbrokers.com



FAMILY GUARDIAN FINANCIAL CENTRE | EAST BAY & CHURCH STS.

www.bahamahealth.com | FamilyGuardianInsurance

WE'RE PROTECTING YOU!