



Statement on Ancillary Coverages and the Novel Coronavirus (COVID-19)

New Coronavirus Support and Resources Hotline—for Your Employees!

We are closely monitoring activity around the Novel Coronavirus (COVID-19) and its impact on our members, our employees and the communities we serve.

While the COVID-19 situation is ever-changing, our commitment to our customers remains the same. We are constantly working on their behalf and will continue to review and process ancillary insurance claims on an individual, claim-by-claim basis—just as we have always done.

Our ancillary coverages include life, short- and long-term disability, accident, critical illness, vision and dental.

Coronavirus Support and Resources Hotline¹

To provide additional support and peace of mind, we are now offering a special **Support and Resources Hotline** at **1-844-244-7657**. All of our ancillary clients can utilize this new Employee Assistance Hotline from ComPsych®, at no extra charge.

The Impact of Quarantine on a Disability Claim

For disability lines of coverage, a quarantine, in and of itself, would not necessarily result in a claim being approved. The definition of disability requirements in the certificate of insurance are applicable.

Business Resiliency Program

Our Business Resiliency Program is designed to ensure operational resiliency by protecting our business processes and minimizing the impact of disruptions to our customers and business partners. Our program includes proactive work groups that address potential operational impacts and continuity, human resources matters, communications and customer support. Through this program, we are taking extra precautions to ensure an uninterrupted service experience for our customers.



Coronavirus Support and Resources Hotline

For additional support and resources, call our hotline toll-free at

1-844-244-7657

or access the

[Coronavirus Digital Toolkit](#).

Disability Resource Services™

Customers who have our Disability Resource Services can access additional support resources through ComPsych® at [GuidanceResources.com](https://www.guidanceresources.com) or by calling their designated toll-free number.

If you have any questions, please contact your ancillary account representative.

¹Disability Resource Services and GuidanceResources® Online are offered and administered by ComPsych® Corporation. ComPsych® Corporation is an independent organization that does not provide Blue Cross and Blue Shield of Montana or Dearborn Life Insurance Company products or services.