

Emergency Order – New Mexico

There is currently an emergency order in place in the following New Mexico counties due to fires:

- San Miguel County
- Valencia County
- Colfax County
- Lincoln County
- Mora County
- Sandoval County
- Sierra County

To comply with this order, United States Fire Insurance Company, Monitor Life Insurance Company of New York, and The North River Insurance Company are making the following accommodations to insureds from these fire-impacted New Mexico counties who have been directly impacted by the fires. If you are an insured from a fire-impacted county in New Mexico who has been directly impacted by the fires, you will need to request these accommodations. You can do this by contacting Blue Star Claims LLC at (480) 579-2501 or serviceteam@bluestarclaims.com

Except where stated otherwise, these accommodations will remain in effect until the earlier of September 30, 2022 (October 31, 2022 for Sierra County) or the date when the Governor of New Mexico declares the emergency in the applicable county/counties to be over.

- There is a grace period for your payment of insurance premiums until August 9, 2022 (September 11, 2022 for Sierra County). If you are unable to pay the delinquency after this grace period has ended, you can enter into a 6 month payment plan;
- We shall provide an additional 120 days to submit a claim or to provide additional information relating to a claim;
- We shall postpone non-renewals (for renewable plans) and cancellations, except for fraud or material misrepresentations, until September 8, 2022 (October 11, 2022 for Sierra County);
- There is a delayed application of deductibles and other cost-sharing requirements until you are able to resume paying these – although this will extend no later than September 8, 2022 (October 11, 2022 for Sierra County). This does not waive the deductible/cost-sharing requirements for claims incurred while this emergency in effect, and you will need to be pay these expenses after the emergency ends. Rather, this merely holds that your inability to pay your deductible/cost-sharing requirements during this emergency will not prevent benefit payments for otherwise coverable claims [for plans that have these];
- We shall waive early-refill time limits on active prescriptions until July 10, 2022 (August 12, 2022 for Sierra County) [for plans that cover these];
- We shall allow one eyeglass or contact lens replacement and one hearing aid replacement during the emergency, waiving frequency limitations [for plans that cover these];

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- We shall allow one replacement for dentures or other prosthodontic devices during the emergency, waiving frequency limits [for plans that cover these];
- We shall allow replacement of covered disposable medical supplies and durable medical equipment (DME) during the emergency, waiving frequency limits [for plans that cover these].