



March 24, 2020

The Honorable Gavin Newsom
Governor, State of California
State Capitol, First Floor
Sacramento, CA 95814

SUBJECT: COVID 19- AGENTS MEETING THE MOMENT

Dear Governor Newsom:

I am writing on behalf of the California Association of Health Underwriters (CAHU) to offer our assistance as we rise together to meet this unprecedented moment. CAHU is the state's largest association of health insurance agents, brokers and other health insurance industry professionals. Now and always, our members are working around the clock to help millions of individual Californians, families and businesses evaluate, select, purchase, and use their health care coverage plans. Our agents and brokers also serve as consumer advocates for policyholders and their families year-round to help with questions and if coverage disputes arise - all at no additional cost to the consumer.

Last week, Insurance Commissioner Ricardo Lara strongly encouraged all insurance companies and agents to take steps during the crisis necessary to provide required consumer services for insureds in a reasonable and timely manner. We are encouraging our members to adhere to that directive and in record time, many agents have mobilized via the use of technology and are assisting thousands of individuals, families and business to maintain or secure new coverage when it is needed, now more than ever.

Agents solve problems. Typically, agents are the first to be called when a change in circumstance occurs. Because of their expertise, experience and relationships with insurance carriers, agents can often get problems solved quickly. Agents also provide human resource services, particularly to smaller businesses, necessary to assist the employer in their compliance responsibilities and obligations. Health insurance agents bring the irreplaceable human touch necessary to providing a true quality service experience to their individual, seniors and small and large employer group clients.

With the flurry of changing circumstances, we understand that there are and will be many questions pertaining to health insurance. Please do not hesitate to ask questions relevant to you, and we will endeavor to get the best available response through our legislative advocate, Faith Borges. To reach Faith, please call 916-441-5050.

Sincerely,

Bruce Benton
President
California Association of Health Underwriters

Faith Lane Borges
Legislative Advocate

cc: Ricardo Lara, Commissioner, Department of Insurance
Shelley Rouillard, Director, Department of Managed Health Care
Chair and Members, Assembly Health Committee
Chair and Members, Senate Health Committee
Kristene Mapile, Principal Consultant, Assembly Health Committee
Teri Boughton, Consultant, Senate Health Committee
Joe Parra, Consultant, Senate Republican Caucus
Joe Shinstock, Consultant, Assembly Republican Caucus