

MAKE SURE OLD INSURANCE COMPANY GOT CANCELLATION LETTER

By Woodrow Wilcox

One of the clients of this insurance agency switched insurance companies to lower his Medicare supplement insurance policy monthly premiums from \$134.45 to \$99. But, he did not check to make sure that the old insurance company got the cancellation letter and cancelled the policy.

After a few months, the client realized that two insurance companies were getting a monthly premium from him for exactly the same policy from each insurance company. A senior citizen who has Medicare is supposed to have only one Medicare supplemental insurance policy.

The problem was given to me to fix. I am the senior problem resolution officer at the largest senior citizen oriented insurance agency in the Midwest. I was able to fix the problem. Here is how I did it.

I contacted both insurance companies, got the client's policy information from each company, and learned what each company's records showed about this matter. The old insurance company never got the letter of cancellation. Maybe it was lost in the mail. Maybe the client miswrote the address to the insurance company. Who knows what happened? I explained the problem to each insurance company and asked for possible solutions to end the double coverage. I had several possible solutions in mind, but I invited suggestions first.

The old insurance company's representative said that it would accept the new insurance company's new policy coverage overview page as proof to substantiate the client's intention to end the old policy when the new one began. Our client will get a refund for the months of premium that the old insurance company took while the new insurance policy was in place.

This was a happy ending for our client. I was glad to be of service.

Note: For more Medicare articles by Woodrow Wilcox, visit www.woodrowwilcox.com.

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