IMPORTANT NOTICE: The following Frequently Asked Questions and answers are intended to provide consumers and other stakeholders an overview regarding the liquidation of Bright HealthCare Insurance Company of Texas ("Bright HealthCare Texas"). CANTILO & BENNETT, L.L.P., as Special Deputy Receiver ("SDR") of Bright HealthCare Texas, reserves the right to provide updated and new information that may affect the interests of Bright HealthCare Texas. **Nothing herein constitutes a binding legal statement by the Commissioner of Insurance of the state of Texas, the SDR, the Texas Life and Health Insurance Guaranty Association ("TLHIGA"), or their representatives. Nor are the statements contained herein intended as legal advice or complete legal descriptions of the events or matters to which they relate. The material provided herein is offered only for general information. For full legal information, interested parties should review the source documents and applicable legal authorities.**

FREQUENTLY ASKED QUESTIONS

Q1. Is Bright HealthCare Texas still in business?

A. No. On November 29, 2023, Bright HealthCare Texas was placed into liquidation in a receivership proceeding in Texas. The 455th District Court in Travis County, Austin, Texas (the "Court" or "Receivership Court") issued an order (the "Liquidation Order"), in case number D-1-GN-23-008361, finding Bright HealthCare Texas insolvent, placing it into liquidation, and appointing the Texas Commissioner of Insurance as Receiver of Bright HealthCare Texas. The Receiver appointed CANTILO & BENNETT, L.L.P. as the Special Deputy Receiver ("SDR") of Bright HealthCare Texas. The SDR will be responsible for the day-to-day administration of Bright HealthCare Texas.

Q2. What is a Receivership?

A. A Receivership is a court proceeding in which the Commissioner requests appointment as Receiver for an insurer to either liquidate or rehabilitate the insurer. The Receivership Court ordered the liquidation of Bright HealthCare Texas. The Commissioner typically appoints a Special Deputy Receiver ("SDR"), who then becomes responsible for the day-to-day administration of the company's liquidation. The SDR acts under the supervision of the Receiver. Once the company is in liquidation, the Texas Life and Health Insurance Guaranty Association ("TLHIGA") generally becomes responsible for policy administration, processing, and payment of outstanding claims under the Texas policies issued by Bright HealthCare Texas—subject to the statutes, rules, and regulations applying to TLHIGA.

Please note: This receivership only applies to Texas policies. If another affiliated entity issued a policy in another state, the Texas Liquidation Order does not apply to that policy.

Q3. What is the Texas Life and Health Insurance Guaranty Association?

A. The Texas Life and Health Insurance Guaranty Association ("TLHIGA") is a non-profit legal entity created by the Texas Legislature in 1973 to provide protection for the insurance policy benefits of policyholders when their Texas-licensed life and health insurance company is found to be insolvent and ordered liquidated by a court. TLHIGA has stopped accepting claims pursuant to Bright Healthcare Texas policies. For more information about TLHIGA, visit its web site at **https://www.txlifega.org**.

Q4. Why was Bright HealthCare Texas placed into liquidation?

A. This action was initiated to protect policyholders, claimants, creditors, and the public from harm which might be caused by Bright HealthCare Texas' continued operation. The Receivership Court found that Bright HealthCare Texas does not have sufficient assets to cover its liabilities. Because Bright HealthCare Texas would not be able to pay all claims as they come due, continuing operations would increase, substantially, the risk of loss to policyholders, claimants, creditors, and the public.

Q5. What is the status of my Bright HealthCare Texas policy?

A. All policies issued by Bright HealthCare Texas have terminated.

Q6. Should policyholders keep paying premiums?

A. No. All policies have terminated. Do not make any payments. Stop any automatic withdrawals or other transfers.

Q7. What if I do not find replacement coverage before the policy termination date?

A. If you have not begun looking for replacement coverage, you should do so immediately. Failure to obtain replacement coverage means you will be uninsured until you obtain new coverage. You will not have coverage for any loss that occurs during that period.

Q8. Can I renew, make changes, or add coverage to my Bright HealthCare Texas coverage?

A. There will be no renewals, policy or coverage changes, or new policies issued. Do not make any payments. Stop any automatic withdrawals or other transfers.

Q9. What if I have a new claim?

A. Bright Texas was placed into liquidation on November 29, 2023, and is no longer in business. All policies have terminated. The Texas Life and Health Insurance Guaranty Association ("TLHIGA") has stopped accepting claims pursuant to Bright Healthcare Texas policies. For more information about TLHIGA, please visit its web site at **https://www.txlifega.org**. If you have already filed a claim or an appeal and have a question, you should contact the guaranty association by e-mail at BHICOT@txlifega.org.

If you would like to submit a claim with the Special Deputy Receiver ("SDR"), please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site. Please be advised that POCs postmarked or submitted after the

February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q10. What should I do if I currently have a claim check that was issued for a claim on a Bright HealthCare Texas policy?

A. Checks issued prior to liquidation for claims covered by the Texas Life and Health Insurance Guaranty Association ("TLHIGA") will be reissued by TLHIGA. Contact TLHIGA if you have not had your check re-issued. If your check was for a return of a payment you had made to Bright Healthcare Texas, please contact the Special Deputy Receiver.

Q11. What if I have an unpaid claim? Is my claim covered by a guaranty association?

A. The Texas Life and Health Insurance Guaranty Association ("TLHIGA") provides coverage for all eligible Bright HealthCare Texas policyholders (most of whom will be Texas residents), subject to the lesser of their policy limits or the statutory limit of $500,000 for any one individual. TLHIGA has stopped accepting claims pursuant to Bright Healthcare Texas policies. For more information about TLHIGA, please visit its web site at **https://www.txlifega.org**.

If you would like to submit a claim with the Special Deputy Receiver ("SDR"), please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site. Please be advised that POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q12. What if my claim is not covered by the Texas Life and Health Insurance Guaranty Association?

A. All claims against Bright HealthCare Texas that are not covered in whole or in part by the Texas Life and Health Insurance Guaranty Association ("TLHIGA") should have been submitted to the Special Deputy Receiver ("SDR") in the Proof of Claim ("POC") process. This includes claims that are related to insurance policies but denied coverage by TLHIGA and claims for amounts over TLHIGA limits (**see Q11**). It also includes claims for goods or services provided to Bright HealthCare Texas that are not related to insurance policies. If a POC is approved, it may be payable from Bright HealthCare Texas' available funds. The SDR cannot predict when, or if, there will be funds available to pay any approved POCs. For more information about the POC process and other important updates please visit **www.brighthealthcaretxsdr.com**.

If you would like to submit a claim with the SDR, please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site. Please be advised that POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q13. How does the Proof of Claim process work?

A. The Proof of Claim ("POC") process is the mechanism through which all claims against Bright HealthCare Texas that are not covered, in whole or in part, by the Texas Life and Health Insurance Guaranty Association ("TLHIGA"), should be submitted to the Special Deputy Receiver ("SDR"). This includes claims that are related to insurance policies but denied coverage by TLHIGA, Independent Dispute Resolution claims, claims for unearned premium or policy overpayments, and claims for goods or services provided to Bright HealthCare Texas unrelated to insurance policies. On May 1, 2024, the Receivership Court issued its order approving the SDR's POC process, forms, and instructions. The forms and instructions can be found on the SDR's web site under the "Proof of Claim" tab.

If you would like to submit a claim with the SDR, please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site. Please be advised that POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q14. When is the Proof of Claim filing deadline?

A. The deadline for filing a Proof of Claim ("POC") was February 3, 2025. If you would like to submit a POC, please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site. Please be advised that POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q15. What happens if I miss the Proof of Claim deadline?

A. The deadline for filing a Proof of Claim ("POC") was February 3, 2025. POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the Special Deputy Receiver ("SDR") does not have sufficient assets to pay late-filed claims.

If you would like to submit a claim with the SDR, please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site.

Q16. I filed my Proof of Claim. When will I be paid?

A. The Special Deputy Receiver ("SDR") will process claims as expeditiously as possible, and you will be notified of the SDR's determination of your claim. As the SDR reviews your Proof of Claim ("POC"), additional information may be needed. It is critical that you provide this information within 45 days of receipt of the SDR's letter requesting additional information or your POC may be Disallowed. The SDR cannot predict when, or if, there will be funds available to pay any approved POCs, which is subject to approval by the Receivership Court.

Please be advised that POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q17. Who will receive notice of the Proof of Claim ("POC") filing deadline?

A. Notice of the POC process was published in local newspapers. In addition, letters were sent to former insureds, providers, and known creditors. Additional details, including claim forms and instructions, are available on the Special Deputy Receiver's web site.

Q18. I provided goods/services to Bright HealthCare Texas but have not been paid. What is the procedure for making a claim against Bright HealthCare Texas that is unrelated to an insurance policy?

A. All claims against Bright HealthCare Texas that are not related to insurance policies should be submitted to the Special Deputy Receiver ("SDR") through the Proof of Claims ("POC") process. If you are a vendor with unpaid bills for services provided to Bright HealthCare Texas, you need to file a POC. The POCs will be reviewed by the SDR claims staff. After all required documentation is received and the POC has been reviewed by the SDR claims staff, you will be notified regarding the classification of the claim. Whether there will be assets available for the payment of any POCs filed against the assets of the estate is unknown at this time.

If you would like to submit a claim with the SDR please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site. Please be advised that POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q19. I am a provider with an Independent Dispute Resolution claim, do I need to file a Proof of Claim?

A. Yes. Independent Dispute Resolution claimants are required to submit a Proof of Claim ("POC") for those claims to be considered by the Special Deputy Receiver ("SDR").

If you would like to submit a claim with the SDR, please follow the Proof of Claim Instructions and complete the Proof of Claim Form provided under the Proof of Claims tab on the SDR's web site. Please be advised that POCs postmarked or submitted after the February 3, 2025, claims filing deadline, without a legal excuse, will be considered late-filed claims and will not be eligible to share in the assets of the receivership estate unless or until all timely presented and approved claims have been paid in full. Currently, the SDR does not have sufficient assets to pay late-filed claims.

Q20. I am a provider that is not located in Texas, what happens to my Proof of Claim ("POC")?

A. If you provided services to a policyholder that was a member of Bright HealthCare of Texas, your POC will be considered as part of the claims in the receivership and may be approved or denied based on the facts of the claim.

If you provided services to a policyholder, and the underlying policy information is not related to a policy of insurance issued by Bright HealthCare of Texas, there is no coverage and your POC will be disallowed. Please note that the Receiver will not, and cannot, make a determination as to whether you have a policy of insurance that was issued by another Bright HealthCare entity in another state.

Q21. How do I keep up with what is going on in the receivership?

A. All Receivership Court filings in the Bright HealthCare Texas estate, as well as relevant notices and other information, will be posted on the Special Deputy Receiver's web site at **www.brighthealthcaretxsdr.com**.

Q22. Whom should I contact for additional information regarding the Special Deputy Receiver, or with questions regarding Bright HealthCare Texas?

A. CANTILO & BENNETT, L.L.P.
Special Deputy Receiver for Bright Healthcare Insurance Company of Texas, in Liquidation
11401 Century Oaks Terrace, Suite 300
Austin, Texas 78758
(512) 478-6000 Telephone
(512) 404-6550 Fax
Web site: **www.brighthealthcaretxsdr.com**
E-mail: **info@brighthealthcaretxsdr.com**

Q23. Whom should I contact for additional information regarding the Texas Life and Health Insurance Guaranty Association?

A. TEXAS LIFE AND HEALTH INSURANCE GUARANTY ASSOCIATION
1717 West 6th Street, Suite 230
Austin, Texas 78703
(512) 476-5101 Telephone
(800) 982-6362 Toll Free
(512) 472-1440 Fax
Web site: **www.txlifega.org**
E-mail: **Questions@TXLifeGA.org**