



Insurance Department Guidance Following Governor Sununu's Stay-at-Home Order

CONCORD, NH – Today Governor Chris Sununu announced a “Stay-at-Home” Order for New Hampshire directing all non-essential businesses that have not already closed to end in-person and public interactions by 11:59 PM tomorrow, March 27, 2020. This Order will remain in effect until May 4, 2020. Under the Order, the insurance industry is considered essential and those businesses should remain open during this time.

The Department encourages insurance industry licensees to continue to follow prudent business practices, while also extending flexibility to their employees by allowing them to work from home. The health and well-being of insurance industry employees should also be a priority at this time.

Health insurance companies are continuing to field calls from their members, pay medical claims to providers, and finding other opportunities to support efforts to combat the coronavirus outbreak in New Hampshire.

The Insurance Department's operations will also continue as usual, and licensees and consumers can contact the Department staff for assistance. Over the past several weeks, approximately 80% of the Insurance Department's staff have been working remotely. Email communication is preferable at this time, but our phone lines remain open. Our business hours are Monday through Friday, from 8:00 a.m. to 4:30 p.m. and we are here to assist New Hampshire consumers during this challenging time.

Additional information about the coronavirus outbreak in New Hampshire can be found on <https://www.nh.gov/covid19/>.

The New Hampshire Insurance Department Can Help

The New Hampshire Insurance Department's mission is to promote and protect the public good by ensuring the existence of a safe and competitive insurance marketplace through the development and enforcement of the insurance laws of the State of New Hampshire. Contact us with any questions or concerns you may have regarding your insurance coverage at 1-800- 852-3416 or (603) 271-2261, or by email at consumerservices@ins.nh.gov. For more information, visit www.nh.gov/insurance.

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