

**DIRECTIVE
01-L&H-1**

TO: ALL INSURERS AUTHORIZED TO TRANSACT INSURANCE IN THE STATE OF GEORGIA

**FROM: JOHN W. OXENDINE
INSURANCE AND SAFETY FIRE COMMISSIONER**

DATE: FEBRUARY 5, 2001

RE: INFORMATION REQUIRED TO BE SET FORTH ON HEALTH INSURANCE IDENTIFICATION CARDS ISSUED TO PERSONS COVERED BY PLAN

It has come to my attention that certain insurers writing health policies have either failed to issue health insurance identification cards, or have issued cards which do not contain all of the information required by Georgia law. The provisions of O.C.G.A. §33-24-57.1(b), (c), and (d), require insurers writing health policies to provide each subscriber with an insurance identification card which sets forth specific preprinted information on the face of the card. While the requisite information may vary depending on the type of plan, the obligation to set forth all required information on the face of the card is absolute.

Additionally, O.C.G.A. §33-24-57.1(e) requires insurers writing health policies to provide cards with updated information within 60 days of the effective date of any change in such information.

It is imperative that insurers have in place adequate procedures to ensure that the information that must be set forth on all insurance identification cards is accurate, current, and complies with the requirements of Georgia law.

Please direct any questions or correspondence concerning this Directive to the Office of Commissioner of Insurance, Life & Health Division, 902 West Tower, Floyd Building, 2 Martin Luther King, Jr. Drive, Atlanta, Georgia 30334, (404) 656-2085.

JOHN W. OXENDINE
INSURANCE AND SAFETY FIRE COMMISSIONER
STATE OF GEORGIA

Note: If you are an individual with a disability and wish to acquire this document in an alternative format, please contact the ADA Coordinator, Office of Commissioner of Insurance, 2 Martin Luther King, Jr. Drive, Atlanta, Georgia 30334. Telephone Number (404) 656-2056; TTY/TDD (404) 656-4031.