

POLICYHOLDER QUESTIONS REGARDING COVID-19*

Q1. What can I do to prevent a loss or claim resulting from the Coronavirus?

A1. Refer to the Centers for Disease Control and Prevention (CDC) for current information and recommended precautions.

[Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)

Q2. What do I do when a worker wants to report Coronavirus illness as a claim?

A2. Coronavirus workers' compensation claims are currently handled as any illness claim is handled. Claims should be immediately reported, and the claims process will make the compensability determination via AOE/COE protocols. The facts around any proposed claims should be carefully and thoroughly documented, including other workers the claimant was near or in contact with, to assist in the investigation of the claim. Keep in mind, if someone comes to management complaining of illness they should be separated from other employees. Report a claim following the normal process that you currently use:

- [CopperPoint](#)
- [Alaska National](#)
- [PacificComp](#)

Q3. Does workers' compensation cover the testing, medical treatment, and/or lost wages (including those caused by quarantine) of an employee who suspects they have been exposed to COVID-19 during the course of their employment?

A3. Workers' compensation does not normally cover ordinary illnesses that the general public is exposed to outside of the employment setting. However, in some instances, there may be facts and circumstances associated with a claim that connect the illness to a workplace event or exposure. We will investigate each COVID-19 claim on a case by case basis. COVID-19 related claims should be reported to us in the same manner used to report all claims.

Q4. Is there language in CopperPoint property policies that prevent or exclude coverage for business interruption, either voluntarily or due to an order of a civil authority, as a result of COVID-19?

A4. The business income forms in the CopperPoint policies state that the suspension of operations must be caused by direct physical loss or damage, and the loss or damage must be caused by or result from a Covered Cause of Loss. CopperPoint policies also include an endorsement that excludes loss or damage caused by, or resulting from any virus. If a claim is submitted, we will investigate the particular facts and circumstances of such claim and the terms of the applicable policy.

Q5. If my employees are working remotely from home, are they covered by workers' comp?

A5. Yes, employees temporarily working from home are covered. You do not need to list employee home addresses on the policy. Please see our tips and blogs in our [COVID-19 resource center](#) to help keep your employees safe while working remotely.

Q6. What if my operations have changed or my employees are performing new job functions?

A6. Please contact your agent or broker. Depending upon the nature of the change, it may be appropriate to adjust your payroll or classifications.

Q7. Will you pick up payroll for my furloughed employees who are sent home and continue to be paid and are not working?

~~A7. NCCI and WCIRB recognize these are unique circumstances and are expediting rule changes to address the question of payroll for furloughed employees who are being paid but are not working. Subject to formal adoption and regulatory approvals, insurers will still collect this payroll information for statistical purposes, but it will NOT be used in the calculation of premium.~~

~~In anticipation of these changes, we encourage you to separately track payroll of employees who are being paid but are not working, back to March 1, 2020. Contact your agent or broker for guidance or assistance.~~

Updated Answer: [CopperPoint policyholders](#) - Code 0012 has been approved by NCCI for your furloughed employees who are at home, continue to be paid and are not working. An endorsement will be added to your policy adding this code. The endorsement will be effective 3-1-20. The payroll for these employees should be included in this class and removed from whatever code they are currently being reported in. The rate is \$.00, so there will be no charge for these employees. At the same time, the payroll must be reported for statistical purposes. Payments are excluded contingent upon employer recordkeeping that is "separate, accurate, and verifiable". Loans or appropriations made to employers as authorized by law specifically for the purpose of hiring/retaining working employees are not excluded.

If you are on a payroll reporting policy, a note will be included with your next report with additional information. We encourage you to report your payrolls online to avoid any reporting fees. Contact your agent or broker for guidance or assistance.

[California policyholders](#) - Code 0012 has been approved by the WCIRB for your furloughed employees who are at home, continue to be paid (up to their regular rate of pay) and are not working during the period from March 19, 2020 until 30 days after California's statewide stay-at-home order is lifted. Payments are excluded contingent upon employer recordkeeping that "document[s] the change in duties and ... segregate[s] such payments".

Alaska National policyholders – We encourage you to separately track payroll of employees who are being paid but not working back to March 1, 2020. The process for reporting will follow. If you have, or have had, furloughed/non-working employees, please contact your agent/broker to ask about obtaining an endorsement that will allow this particular class of remuneration to be excluded from your workers' compensation policy.

Q8. How will CopperPoint utilize telehealth during the COVID-19 pandemic?

A8. CopperPoint has well established telehealth platforms available in all of our states. The COVID-19 pandemic makes telemedicine a timely alternative to traditional clinic visits. With telemedicine, a medical appointment can be completed from the safety and comfort of your own home. We encourage our policyholders and injured workers to take advantage of this service.

Most, if not all medical providers have implemented some form of telemedicine option for injured workers. CopperPoint will assist with telemedicine facilitation if/when a provider is unable to accommodate, or the required technology is unavailable.

Telemedicine and telerehab offer many benefits to injured workers. These proven, virtual options enable injured workers to safely access quality care from the comfort of their own homes. There is no driving to a clinic or sitting in crowded waiting rooms to see a provider.

Q9. Am I able to share my employees with another entity during COVID outbreak? What are the potential exposures?

A9. You may share but we advise against it as it presents greater exposures to you including lack of control over your employees, increased exposures to COVID-19 and other unknowns, additional travel exposures and potential 24/7 exposures. If you decide to share, it is recommended that a contract be in place requiring that the other entity provide you with proof of GL, Auto, WC and Umbrella coverage naming you as additional insured on GL, Auto and Umbrella and adding you as an Alternative Employer on the WC policy. Please consult your attorney for more specifics.

Q10. Will the GL policy pay for defense costs if someone claims they got COVID-19 from a restaurant or any other business

A10. Whether a specific claim triggers a duty to defend depends upon the terms of the policy, the specific facts involved and the allegations made in any complaint. If an insured receives notice of a claim or a potential claim related to COVID-19, they should notify us immediately so that we can investigate and make a coverage determination.

Q11. *New:* If I have a deductible, will I be responsible for satisfying the deductible on payments made on COVID-19 claims?

A11. Yes, satisfaction of the deductible is required under the terms of your policy. There is no exception for COVID-19 claims. We will follow our regular deductible billing practice.

Workers' compensation rating bureaus have advised that COVID claims will not be included in calculation of experience modification factors (x-mods, e-mods) because past COVID-19 losses are not necessarily indicative of future losses and therefore should not be included in calculation of future premiums. This action by rating bureaus does not change the applicability of deductible and/or retro provisions as to actual losses under existing policies.

Q12. *New:* If I have a retrospective rating plan, will losses paid on COVID-19 claims be included in calculation of my final premium?

A12. Yes, losses paid on COVID-19 claims will be included in determining final premium under retro plans. Final premium will be based upon your actual loss experience, including amounts paid on COVID-19 claims.

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BILLING & COLLECTIONS

Q13. Will I still receive an invoice?

A13. Yes, invoices will generate in the same manner as always.

Q14. Will the due date of my invoice change?

A14. No, invoices will reflect the original due date.

Q15. Do I have to pay my invoice now?

A15. The suspension of cancellation for nonpayment of premiums for California policies until July 14, 2020 does not eliminate the obligation to pay the premium.

Q16. Does the suspension apply to my deposit invoice?

A16. Yes, we will suspend cancellation for nonpayment of a deposit invoice for California policies until July 14, 2020.

Q17. Does the suspension apply to surcharges?

A17. Yes, we will suspend cancellation for nonpayment of surcharges for California policies until July 14, 2020.

Q18. Will my account still be subject to late fees?

A18. We will waive any late fees assessed on past due balances on California Policies from March 20, 2020 until July 14, 2020.

Q19. Can I stop automatic payments on my account/policy?

A19. CopperPoint policyholders can contact billing@copperpoint.com to cancel automatic payments. PacificComp policyholders can cancel automatic payments via EasyPay.

Q20. Will you be delaying notice of cancellation for late payroll reports?

A20. As requested by the California insurance regulator, CopperPoint Insurance Companies will suspend cancellation for nonpayment of premiums until July 14, 2020 for California policies. Nonpayment of premiums includes failure to report.

Q21. A mid-term endorsement was processed on my policy. What happens to any resulting credit?

A21. CopperPoint and PacificComp will spread the credit amongst any scheduled invoices. If there are no scheduled invoices, the credit will remain on the policy and will be applied to future charges (e.g. Final Audit). Alaska National will immediately apply the full credit and then adjust the amount available for a refund based on the remaining scheduled invoices.

*These FAQs are based upon available information as of **July 7, 2020** and are subject to change without prior notice. FAQs are intended for informational purposes only and do not modify or invalidate any of the provisions, exclusions, terms or condition of any policy.