



# Madison National Life Insurance Company, Inc.

## About

Madison National Life Insurance Company, Inc. (MNL) was founded in 1961 and is headquartered in Madison, Wisconsin. The company is a wholly-owned subsidiary of Independence Holding Company (IHC Group), which gives them the financial strength and stability to withstand the winds of change.

MNL is licensed in 49 states, American Samoa, the District of Columbia, and the Virgin Islands.

## Claims Management

Employees work with a single point of contact for the duration of their disability and receive:

- Expedited answers - MNL will respond to employee/employer questions within 24 hours during business days.
- Quick turnaround times - Employees can expect to be contacted within 5 business days after MNL receives all claim information (claim form, employer statement, and treating physician statement).

## Social Security Assistance

All qualified claimants are referred to Social Security Disability Income (SSDI) experts who specialize in SSDI law and claims processing. The expert will assist with the application process from beginning to end. If the insured is denied at any level, the vendor will assist with an appeal, including going to the claimant's hearing.

## Financial Rating

MNL is rated "A-" (Excellent) by A.M. Best Company, a widely recognized rating agency that rates insurance companies on their relative financial strength and ability to meet their obligations to their insureds. (An A++ rating from A.M. Best is its highest rating). MNL's rating signifies they have a strong foundation to meet the ongoing obligations to policyholders.

## Experience

MNL has provided Group Life and Disability Insurance since 1983 and:

- » Insures over 1,700 school districts, cities, counties, and other public sector entities
- » Holds business retention rating of 96.5%
- » Understands the intricacies of union negotiated contracts and benefits
- » Works routinely with school districts and understands:
  - Offsets for Public Employee Retirement System (PERS)
  - State Teacher Retirement System (STRS)
  - Extended sick leave accumulations
  - 90% benefit plans
  - Summer coverage variances