



Mutual of Omaha Life Insurance Company Long-Term Care

Filing a Long-Term Care Claim - Where do I start?

It's important that you or a trusted family member let us know as soon as possible when you believe you may need long-term care services. Your insurance agent can help get the ball rolling. Or, you can contact Mutual of Omaha's claims department directly during normal business hours at 1-888-232-4597.

Below outlines the instructions for filing a Long-Term Care claim and what forms must be completed and submitted to proceed with your claim request.

INSTRUCTIONS FOR FILING A LONG-TERM CARE CLAIM

Filing a claim can be done in the following 4 steps:

1. Complete and sign the **Claim Form**.
2. Sign the **Authorization Form(s)** included in the Claim Packet. This authorization permits us to obtain records from your provider(s).
3. Have your physician complete the **Attending Physician Statement**.
4. Completed and sign the **Third-Party Authorization**, if you will not be handling your claim personally and/or attach a copy of the Healthcare or Durable Power of Attorney

Sincerely,

Long Term Care Claims Department

Step 1: Complete the Claim Form

Complete and sign the Claim Form enclosed in your Claim Packet. Please keep the following items in mind:

Provide as much detail as possible for each of the questions, including you and your providers' current addresses and telephone numbers. Please keep in mind that providing incomplete information may lengthen the time it takes to process your claim. Feel free to attach additional pages if you need more room to respond to any question(s).

Step 2: Complete the Authorization Form(s)

Providing a signed Authorization Form allows us to obtain the information/records we need from your provider(s) in order to determine your eligibility for benefits.

If we do not receive this form, it may lead to delay or closure of your claim.

Step 3: Have your physician complete the Attending Physician Statement

Providing an Attending Physician Statement from your treatment provider assists us in determining your eligibility for benefits by requesting medical records from the physician treating you.

Step 4: Provide authorized representative(s)

Complete and sign the Third-Party Authorization Form included in the Claim Packet. If you wish to have us speak with someone on your behalf, attach a copy of the Healthcare or Durable Power of Attorney document with your completed Claim Form.