OneAmerica℠ Financial

# Initiate a claim in three steps

## Step 1

### Report an event

Phone: Call **1-800-352-6608**, Monday through Friday 8 a.m.–5 p.m. EST to speak with a long-term care specialist.

Website: Report online by completing a form on **OneAmerica.com/claims**. A long-term care specialist will review the form and call the contact person indicated.

**Please have this information available[1]:**

- Policy number(s)
- The name, address, and phone number of the insured, the insured's physician(s), and long-term care provider(s)
- The type of long-term care provider the insured is receiving long-term care services from (assisted living, home health care, skilled nursing, etc.)
- Description of the long-term care services the insured is receiving
- The date long-term care services started or will start
- Durable financial power of attorney
- (if a legal representative is involved)

## Step 2

### Complete and return the required forms

After a long-term care event is reported, the Care Benefit Concierge process begins. A long-term care specialist is assigned to your case and will work with you directly throughout the life of your claim. Working with a single long-term care specialist helps ensure continuity and accuracy during your claims experience.

Your assigned long-term care specialist will send forms tailored to your specific event that will need to be completed and returned.

**Send the completed forms one of three ways:**

Email: **longtermcareclaims.ind@oneamerica.com**
Fax: **317-285-5239**
Mail: OneAmerica Financial Partners, Inc.
Long-Term Care Claims
P.O. Box 6008
Indianapolis, IN 46206-6008

## Step 3

### Forms are received by OneAmerica

- Your long-term care specialist acknowledges the long-term event is a claim within 48 hours
- Your long-term care specialist requests requirements from your long-term care provider

Upon receipt of all requirements, your long-term care specialist determines benefit eligibility and notifies you of the decision.

**1.** Anyone may initiate a claim on behalf of the insured. To protect the privacy of the insured, OneAmerica Financial can release contract and policy information only to the policyowner, claimant's validated legal representative and/or policyowner's active broker/agent of record (excluding medical information). Care Benefit Concierge services is a company practice and may be subject to change.



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# FAQs

***Q. How much does it cost to use the Care Benefit Concierge service?***
**A.** Nothing. This service is another benefit of choosing a Care Solutions product, and there is no additional cost to let us help you through the claims process.

***Q. Is this service available for the product I chose?***
**A.** Care Benefit Concierge is available with every OneAmerica Care Solutions product.

***Q. How can I initiate a claim if I don't want to call?***
**A.** Visit **www.OneAmerica.com/claims** to notify us online of a long-term care event.

**Note:** OneAmerica Financial is the marketing name for the companies of OneAmerica Financial. Products issued and underwritten by The State Life Insurance Company® (State Life), Indianapolis, IN, a OneAmerica Financial company. Not available in all states or may vary by state.

**NOT A DEPOSIT • NOT FDIC OR NCUA INSURED • NOT BANK OR CREDIT UNION GUARANTEED • NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY • MAY LOSE VALUE**

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