# Care Solutions Claims Concierge

*Caring for you when you need us the most*



ONEAMERICA®

*OneAmerica® is the marketing name for the companies of OneAmerica*

# Providing you with best-in-class service

If you or a loved one needs long-term care, you may have concerns about how you'll navigate the claims process. Rest assured that you'll never have to go through it alone. At OneAmerica® we're committed to providing best-in-class service at every turn.

With our OneAmerica Care Solutions Claims Concierge, based in our home office, you can get help quickly when you need it the most.

How OneAmerica® Care Solutions Claims Concierge works:

- If you or a loved one needs extended care, contact us first. The sooner you call, the sooner we can start answering your questions and processing your claim.
- We'll assign a Care Specialist to your claim to help you complete the required forms.
- Your Care Specialist will communicate on your behalf with doctors and other care providers to gather all of the necessary information.
- Along with answering your questions, your Care Specialist is available to offer support and guidance throughout the claims process.

You can visit **www.OneAmerica.com/claims** to notify us of a long-term care event.

## Exclusive benefits



### Free of charge

When our policyholders need LTC services, they can access claims support at no additional cost with every Care Solutions product.



### Faster decisions on claims

Our Care Specialists provide dedicated attention to each policyholder, helping the claims process run smoothly and efficiently.



### Personalized service

Our Care Specialists are experts in LTC claims. They're trained and equipped to deliver on our promises when policyholders need us most.

**Connect with us first. We're here to help.**
1-800-275-5101, option 3
www.OneAmerica.com/claims
longtermcareclaims.ind@onamerica.com
Fax: 1-317-285-5239

**Note:** Products issued and underwritten by The State Life Insurance Company® (State Life), Indianapolis, IN, a OneAmerica company that offers the Care Solutions product suite. Not available in all states or may vary by state.

## About OneAmerica®

A national leader in the insurance and financial services marketplace for 140 years, the companies of OneAmerica help customers build and protect their financial futures. OneAmerica products include retirement plans, individual life insurance, annuities, long-term care solutions and employee benefit plan products. For more information, visit **OneAmerica.com**.

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