



Aetna Senior Supplemental  
Insurance

P.O. Box 14862  
Lexington, KY 40512-9838

# Instructions For Filing A Claim Recovery Care

from Continental Life Insurance Company  
of Brentwood, Tennessee

An Aetna Company

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## Required document(s)

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### Daily Hospital Indemnity Benefit

- UB-04 or an itemized statement with diagnosis codes.

### Daily Nursing Facility Indemnity Including Assisted Living and Bed Reservation

- UB-04 or an itemized statement with diagnosis codes.
- Claim review completed by the policyholder, facility, and doctor.

### Bed Reservation Benefit

- UB-04 or an itemized statement with diagnosis codes.
- Hospital confinement UB-04 or an itemized statement with diagnosis codes and prior to bed reservation billing.

### Home Care Rider (if applicable)

- Doctor's orders with diagnosis and services.
- Statement or billing from the home care agency or provider showing dates of service and detailed care type provided.
- Copy of the home care agency's business license (if the state requires it).

## Contact information

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### Mailing address:

Aetna Senior Supplemental Insurance  
Attention: A&H Claims  
P.O. Box 14862  
Lexington, KY 40512-9838

### Fax:

855-829-4026  
Attention: A&H Claims

### Benefit verification disclaimer:

This is not a guarantee of payment. Benefits are determined at the time the claim has been received. All claims are subject to the policy provisions and coverage being in force at the time services are rendered.