

CRITICAL ILLNESS INSURANCE

HOW TO SUBMIT A CRITICAL ILLNESS CLAIM

An unexpected critical illness often comes without warning and can have lasting effects on you and your family.

Items Needed to Submit a Claim

Upon the diagnosis of a critical illness, you must complete and submit the items below. Complete instructions are available on the Critical Illness claim form.

1. **Critical Illness claim form:** Complete as instructed on the form and be sure to complete the authorization form.

Your claim submission will be reviewed by a claims analyst. Be advised that further documentation might be necessary in the future to complete the claim process. If additional information is needed, a claims analyst will reach out to you.

We are here for you

If you have questions regarding your claim, please contact our dedicated toll-free number:

(800) 775-8805

(Monday – Friday, 7:30 a.m. – 5 p.m. CST)

How to Find the Critical Illness Claim Form

To access the claim form, go to **mutualofomaha.com/support/forms.** You may also contact your Human Resources department.

Filing Options

Employee Portal:

1. Visit mutualofomaha.com/my-benefits. Register for an account or log in with your credentials.
2. Click on the "submit claim" icon on the portal homepage.
3. On the forms page, select "I am a Plan Member (Employee)" and choose the relevant state.
4. Select the necessary form, then select "Complete form online".

Mail the claim form to:

United of Omaha Life Insurance Company
Group Critical Illness Claims
3300 Mutual of Omaha Plaza | Omaha, NE 68175-0001

Fax: (402) 997-1898
Email: submitgrpci@mutualofomaha.com

Phone: 1-800-877-5176
Submit over the phone by calling 1-800-877-5176 and follow the steps below:

1. Option 4 (questions about life, critical illness, accident or hospital indemnity policies)
2. Option 3 (for critical illness)
3. Option 1 (to start a new claim)

Mutual of Omaha

Underwritten by
United of Omaha Life Insurance Company
A Mutual of Omaha Company

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