# Colonial Life. Critical Illness Claim



FAX this direction

FAX this form: **1-800-880-9325** 

Or mail: P.O. Box 100195, Columbia SC 29202

From:			
Number	of nages:		

#### **File Your Claim Online**

- ► Simply log into your account at Coloniallife.com and click on "File an Online Claim".
- ► As an added convenience, you may also select Direct Deposit when filing online.
- ▶ Not a member? Log onto Coloniallife.com and click on "Register" then "Join the Policyholder Website" to set up your account.

### **Optional Service Release Agreement**

Please indicate below for optional services you desire. Any marks used (check mark, X, initials, etc.) will be considered as your authorization and will be processed as if they were selected.

I authorize Colonial Life to facilitate processing this claim by releasing its details to the following individual inquiring on my behalf.

Note: Leave blank if you do not want anyone accessing your claim information.

\_\_\_\_\_ Sales representative \_\_\_\_\_ Employer \_\_\_\_\_ Spouse, family member or significant other Name: \_\_\_\_\_

I want Colonial Life to update me on the status of my claim through prerecorded messages at my contact number indicated on this form. I understand that messages will be left with anyone who answers the phone or on my answering machine. Note: To avoid blocked calls, you should program the number 1-800-325-4368 into your phone.

Yes, I want ALL payment(s) for this claim sent by overnight delivery. I understand payment(s) under \$100.00 cannot be sent overnight. I also understand that if I wish my claim to be sent by overnight delivery, a **\$22.00 fee** will be deducted from my claim payment. This fee is subject to rate increases by carrier and does not include weekend delivery. I understand that Colonial Life is unable to send overnight mail to a P.O. Box.

\_Yes, I want to Direct Deposit all payments into my bank account. I have enclosed a voided check for a checking account or a deposit slip for a savings account with my initial claim submission. Please note: Allow up to three business days after claim payment for deposit into your account.

I also understand that I must notify Colonial Life to discontinue any of these services.

# Incomplete claim form submission may result in a delay in the processing of your claim. Complete each section before submitting your claim.

- If your name has changed, attach a copy of legal documentation of the change.
- Dates should be written in month/day/year format (i.e. 12/14/1980).
- Social Security number is indicated by SSN.
- Benefits are payable to you unless we receive written authorization to pay them elsewhere. This is called an assignment.
- If this claim is for an individual covered by Medicaid, most non-disability benefits are automatically assigned according to state regulations. This means we must pay the benefits to Medicaid or to the medical provider to reduce the charges billed to Medicaid.
- Anytime you are submitting a claim to us, please provide us with supporting documents from the provider related to the Critical Illness for which a claim is being made. The supporting documents must include: 1) the diagnosis; 2) pathology reports, surgical notes, lab results, or clinical records that support the diagnosis of the covered condition and 3) the date(s) of diagnosis.

Section 1 - Clai	mant statement (completed by policy owr	ner)			
Claimant name:		☐ Male ☐ Female	DOB:/	_/	SSN:
Relationship to policy owner:	☐ Self ☐ Spouse ☐ Domestic partner ☐ Dependent				
Policy owner information (if other than claimant)	Name:		DOB:/	_/	SSN:
Address:		City:		State:	ZIP:
Email:			Contact number:		

### **Claim Fraud Statements**

Before signing this claim form, please read the warning for the state where you reside and for the state where the insurance policy under which you are claiming a benefit is issued.

For your protection, state laws, including Alaska, Arizona, Arkansas, Connecticut, Delaware, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Louisiana, Maine, Maryland, Massachusetts, Michigan, Mississippi, Missouri, Montana, Nebraska, Nevada, New Mexico, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin and Wyoming require the following statement to appear on this claim form.

**Fraud Warning:** Any person who knowingly, and with intent to injure, defraud, or deceive an insurance company, files a statement of claim containing any false, incomplete, or misleading information is guilty of insurance fraud, which is a felony.

**Alabama:** Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who knowingly present false information in an application for insurance is guilty of a crime and may be subject to restitution fines or confinement in prison, or any combination thereof.

**California:** Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

**Colorado:** It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.

**District of Columbia:** It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

**Florida:** Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

**Kentucky:** Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

**Minnesota:** A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.

**New Hampshire:** Any person who, with a purpose to injure, defraud, or deceive any insurance company, files a statement of claim containing any false, incomplete, or misleading information is subject to prosecution and punishment for insurance fraud, as provided in RSA 638.20.

**New Jersey:** Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

**New York:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

**Pennsylvania:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

**Puerto Rico:** Any person who knowingly and with the intention of defrauding presents false information in an insurance application, or presents, helps, or causes the presentation of a fraudulent claim for the payment of a loss or any other benefit, or presents more than one claim for the same damage or loss, shall incur a felony and, upon conviction, shall be sanctioned for each violation with the penalty of a fine of not less than five thousand (5,000) dollars and not more than ten thousand (10,000) dollars, or a fixed term of imprisonment for three (3) years, or both penalties. If aggravating circumstances are present, the penalty thus established may be increased to a maximum of five (5) years; if extenuating circumstances are present; it may be reduced to a minimum of two (2) years.

Colonial Life & Accident Insurance Company, Columbia, SC | CRITICAL ILLNESS | Fax: 1-800-880-9325 | Telephone: 1-800-325-4368

Policy owner name:				Policy owner S	SN:		
If other than policy owner Clai	imant name:				Claima	ant SSN:	
Type of illness are you claiming:			Date you were	first treated for the	e illness: _	/	_/
Do you have a disability policy with us?	Yes □ No	Employer name:					
Employer telephone:			Employer fax:				
Section 1 - Claimant sta	tement ~ con	tinued (compl	eted by policy	owner)			
Treating physician	Name:						
Address:			City:		State:		ZIP:
Email:			Telephone:			Fax:	
Primary physician	Name:						
Address:			City:		State:		ZIP:
Email:			Telephone:			Fax:	<u>I</u>
Referring physician/hospital	Name:						
Address:	I		City:		State:		ZIP:
Email:			Telephone:			Fax:	
Hospital admission: ☐ Yes ☐ No							
Treating hospital:					Telephone	):	
Address:		C	ity:		Stat	e:	ZIP:
Admission date://	Time:		Date released:	/	/	Time:	□ AM □ PM
Treating hospital:					Telephone	):	
Address:		C	ity:		Stat	e:	ZIP:
Admission date://	Time:		Date released:	/	/	Time:	
What Type of Condition Are Yo  Refer to your policy for a complete described Not all plans include these benefits.  Please check off the condition that applies	iption of these benefits	i.					
		CON	DITION(S)				
☐ Benign Brain Tumor			Loss of:	ind			
☐ Blindness			□ Sight	t			
☐ Bypass surgery as a result of Coronary Artery Di	sease or Coronary Artery B	ypass Graft Surgery (CA					
Cancer (Invasive)				rgan Failure/Major O			
☐ Carcinoma in situ (Non-invasive Cancer)				tional Infections (HIV ent Paralysis (due to			
☐ Coma ☐ Coronary Artery Disease			□ Perman	ent Paralysis (due to (	overed accid	ient)	
☐ End Stage Renal (Kidney) failure				Cardiac Arrest - due	o Coronary A	rtery Disease Ca	rdiomyopathy, or Hypertension
☐ Heart Attack (Myocardial Infarction)						, 2.100000, 00	,,, 5 , por condition

Colonial Life & Acc	sident Insurance Company	<b>y,</b> Columbia, SC   <b>CRITICAL IL</b> I	<b>LNESS</b>   Fax: 1-800-880-9	9325   Telephone: 1-800-325-4368
Policy owner name:		Policy own	ner SSN:	
If other than policy owner Claimant nam	e:	-	Claimant SSN:	
	OPTIONAL DISEASES AN	ID PROCEDURES RIDERS		
□ Aortic Valve Replacement or Repair       □ Heart         □ Mitral Valve Replacement or Repair       □ Laser         □ Coronary Artery Bypass Graft Surgery       □ Pacen         □ Atherectomy       □ Stent         □ Automatic Implantable (or internal)       □ Throm	on Angioplasty Catherization Angioplasty naker Placement Implantation ibectomy (clot removal) catheters such as AngioJet	Infectious Diseases Rider  Antibiotic resistant bacter Cerebrospinal Meningitis Coronavirus Diseases 201 Diptheria Encephalitis Legionnaires' Disease Lyme Disease Malaria	(bacterial) 19 (COVID-19)	□ Necrotizing Fasciitis     □ Osteomyletis     □ Poliomyelitis     □ Rabies     □ Sepsis     □ Tetanus     □ Tuberculosis
☐ Dementia (Including Alzheimer's Disease) ☐ Myas ☐ Huntington's Disease ☐ Parkii	ular Dystrophy thenia Gravis nson's Disease mic Sclerosis (Scleroderma)			
Some policies may provide a benefit for a dependent child diagraconditions, the claimant name in all sections of this form should		alate, Cystic Fibrosis, Down Syndro	me or Spina Bifida. If filing for	a dependent with one of these
☐ Cerebral Palsy ☐ Cleft Lip or Palate ☐ Cystic	Fibrosis	☐ Spina Bifida		
Policy owner's name: I have checked the answers on this claim form, on this form. I acknowledge that I received the Department of Insurance for my state, if my sta	ا Claim Fraud Statements on			=
Fraud Warning: For your protection, Arizona Any person who knowingly and with the intent to or benefit or knowingly presents false informati Fraud Warning: For your protection, New Any person who knowingly and with the intestatement of claim containing any material material thereto, commits a fraudulent insudollars and the stated value of the claim for Fraud Notice: Any person who knowingly files This includes the Physician Statement portion or	o injure, defraud or deceive an on in an application for insural york law requires the follow nt to defraud any insurance ly false information, or concurance act, which is a crime, reach such violation.	insurance company presence is guilty of a crime and ving to appear on this clacompany or other persoceals for the purpose of nand shall also be subjections.	may be subject to fine aim form: n files an application nisleading, information ot to a civil penalty no	s and confinement in prison.  for insurance or on concerning any fact it to exceed five thousand
Print claimant's name  Print policy owner's name		Claimant's signature  Policy owner's signature		Date (MM/DD/YYYY)  Date (MM/DD/YYYY)
ľ	f deceased, attach a death co	ertificate and complete b	elow.	
Beneficiary's name		Beneficiary's signature		Date (MM/DD/YYYY)
Beneficiary's SSN:	Beneficiary's DOB:/	/ Rela	itionship to deceased:	
Beneficiary's address:				

City: State: ZIP: Telephone: Witness' signature: Witness' name: ZIP: Witness' address: City: State:

<b>Section 2</b> - Physician	statement (completed by physician)		
Patient name:		SSN:	DOB:/
Select the condition for this claim	Please note that coverage for the conditions listed below d a dependent child diagnosed with Cerebral Palsy, Cleft Lip dependent with one of these conditions, the claimant nam a completed Physician's Statement (Section 2 in this form	or Palate, Cystic Fibrosis, Down Syr e in all sections of this form should I	ndrome or Spina Bifida. If filing for a be the dependent's name. Please include
CONDITION(S)	PLEASE PROVIDE THE RELEVAN	NT MEDICAL DOCUMENTATION AS NO	OTED BELOW.
☐ Benign Brain Tumor	Date of biopsy or neuroradiological report confirming diagnosis (Submit a copy of the report confirming diagnosis.)	of brain tumor:	
□ Blindness	Documentation of clinically proven irreversible reduction of significant consecutive days.	ght in both eyes that has persisted for	a period of at least 180
☐ Bypass surgery as a result of Coronary Artery Disease or Coronary Artery Bypass Graft Surgery (CABG)	Date CABG recommended:	Date CABG performed:	
☐ Cancer (Invasive)	Was the cancer identified by the presence of malignant cells of invasive malignant cells? ☐ Yes ☐ No If yes, date diagnor Pathology report or medical records supporting a clinical diagnorm.	osed:	ncontrolled and abnormal growth and spread
☐ Carcinoma in situ (Non-invasive Cancer)	Was the cancer classified as stage 0 or in-situ? ☐ Yes ☐ No Date diagnosed: Pathology report or medical records supporting a clinical diagnosed.		
□ Coma	Medical records substantiating the coma resulting from an acci	dent or a sickness lasting 7 or more co	nsecutive days.
☐ End Stage Renal (Kidney) failure	Medical documentation that documents the date regular hemo	dialysis or peritoneal dialysis began. Da	ate dialysis began
☐ Heart Attack (Myocardial Infarction)	Medical records documenting typical chest pain suggestive or medical reports documenting increase of specific cardiac mar		
□ Loss of Hearing	Does patient have irrecoverable loss of hearing in both ears foll If yes, date hearing loss certified by a physician:		
□ Loss of Sight	Is the patient legally blind? Yes or No If yes, what date was the covered person was not legally blind? Date: Visual Acuity (Snellen or E-Chart Acuity): Right Eye Left Eye Visual Field: Right Eye Left Eye Left Eye (Send medical record/documentation that supports this finding		by a physician following a period when the
□ Loss of Speech	Did patient have total and irrecoverable loss of speech following a lf yes, date physician certified the above:	a period where they had the ability to spe (Send medical record/documen	eak?
☐ Major Organ Failure/Major Organ Transplant	Date placed on United Network for Organ Sharing list. (UNOS) for If applicable: Date of transplant	or transplant Type of transplant	
☐ Occupational Infections (HIV or Hepatitis B, C or D)	Provide a copy of the report that confirms the HIV antibody or covered accident. Tests must be performed by a state certifie		between 90 days and 180 days after the
Permanent Paralysis (due to covered accident)	Medical documentation of complete and permanent loss of the	use of two or more limbs for a continuo	ous period of 180 days.
☐ Skin Cancer	Was skin cancer diagnosed? ☐ Yes ☐ No If so, was it: basal of Date diagnosed: Send copy of pathology report conf		a, melanoma Clark's I or less, or other:
□ Stroke	Any continued deficits past 30 days: ☐ Yes ☐ No If yes, list Date of confirmatory neuroimaging studies	deficits	
☐ Sudden Cardiac Arrest	Did patient have sudden, unexpected loss of heart function in w internal electrical system heart malfunction due to Coronary Ar Yes or No If yes, date of occurrence: (Ser	tery Disease, Cardiomyopathy, or Hyper	rtension?

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Section 2 - Physician Patient name:	statement (complet	ed by physician) (Conti	nued)   SSN:	DOB:/
Select the condition for this claim	Some policies may allow you benefit.	u to select an optional rider. If	you are trying to file for a benefit co	vered under a rider, select the appropriate
OPTIONAL RIDERS		EXAMPLES OF MEDICA	L DOCUMENTATION THAT MAY BE REQ	UIRED
Heart Benefits Rider  Abdominal Aortic Aneurysm Surgery Aortic Valve Replacement or Repair Mitral Valve Replacement or Repair Coronary Artery Bypass Graft Surgery Atherectomy Automatic Implantable (or internal) Cardioverter Defibillator (AICD) Balloon Angioplasty	Procedure must be due to Acut Cardiomyopathy, or Valvular He		rosis, Coronary Artery Disease,	
<ul> <li>☐ Heart Catherization</li> <li>☐ Laser Angioplasty</li> <li>☐ Pacemaker Placement</li> <li>☐ Stent Implantation</li> <li>☐ Thrombectomy (clot removal) using catheters such as AngioJet</li> </ul>	CPT Code	-		
Infectious Diseases Rider  Antibiotic resistant bacteria (including MRSA) Cerebrospinal Meningitis (bacterial) Coronavirus Diseases 2019 (COVID-19) Diptheria Encephalitis Legionnaires' Disease Lyme Disease Malaria Necrotizing Fasciitis Osteomyletis Polio Rabies Sepsis Tetanus Tuberculosis	Date of Diagnosis ICD10 Dates of Hospital Confinement	to		
Progressive Diseases Rider  Amyotrophic Lateral Sclerosis (ALS)  Dementia (Including Alzheimer's Disease)  Huntington's Disease  Lupus	Check all that apply:   Bathing means washing one		tub or shower, including the task of get	
	the ability to perform associ  Dressing means putting on Eating means feeding onese Toileting means getting to a	ated personal hygience (includin and taking off all items of clothing elf by getting food into the body fr	g caring for catheter or colostomy bag). g and any necessary braces, fasteners o om a receptable (such as a plate, cup or off the toilet, and performing associated	table) or by a feeding tube or intravenously.
Has patient been treated for same	or similar condition prior t	o this occurrence? 🗆 Yes	□ No	
Has the patient been hospitalized f	or this condition			ite Dischargedite Discharged
Diagnosis	First date of treatment		ing physician	Telephone

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Section 2 - Physician statement (completed by physician	ı) (Contir	ued)				
Patient name:		SSN:			DOB:_	//
Fraud warning: Any person who knowingly files a statement of criminal and civil penalties. This includes at		_			_	-
Physician signature					Dat	e (MM/DD/YYYY)
Physician/group name:			Tax ID o	or SSN:		
Physician's specialty:	Telephone	e:			Fax:	
Address:	City:			State:		ZIP:

## **Authorization for Colonial Life & Accident Insurance Company**

Sign and return this authorization to Claims Department at the address listed above. This authorization is designed to comply with the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule.

I hereby authorize the disclosure of the following information about me and, if applicable, my dependents, from the sources listed below to Colonial Life & Accident Insurance Company and its duly authorized representatives (Colonial Life).

Health information may be disclosed by any medical or medically related provider or institution, rehabilitation professionals, vocational evaluators, health plan or health care clearinghouse that has any records or knowledge about me, including prescription drug database or pharmacy benefit manager, ambulance or other medical transport service, any insurance company, Medicare or Medicaid agencies or the Medical Information Bureau (MIB). Non-health information may be disclosed by any entity, person or organization that has any records about me, including but not limited to my employer, employer representative and compensation sources, insurance company, financial institution, consumer reporting agencies including credit bureaus, professional licensing bodies, attorneys or governmental entities.

Health information includes my entire medical record, prescription drug history and insurance claim history, including HIV, AIDS or other disorders of the immune system, information on the diagnosis, treatment, and testing results related to sexually transmitted diseases, unless further restricted by state law, use of drugs or alcohol, mental or physical history, condition, advice or treatment, but does not include psychotherapy notes. Non-health information, includes earnings, financial or credit history, professional licenses, employment history or any other facts deemed necessary by Colonial Life to evaluate my application or claim forms.

Any information Colonial Life obtains pursuant to this authorization will be used for the purpose of evaluating and administering my claim for benefits or for evaluating my eligibility for insurance, including checking for and resolving any issues that may arise regarding incomplete or incorrect information on my application or claim forms. Some information, once obtained, may not be protected by certain federal regulations governing the privacy of health information, but the information is protected by state privacy laws and other applicable laws. Colonial Life will not re-disclose the information unless permitted or required by those laws or as authorized by me.

I also authorize Colonial Life to disclose my information to the following persons (for the purpose of reporting claim status, or experience, or so that the recipient may carry out health care operations, claims payment, administrative or audit functions related to any benefit, plan or claim): any employee benefit plan sponsored by my employer; any person providing services or insurance benefits to (or on behalf of) my employer, any such plan or claim, or any benefit offered by Colonial Life; or, the Social Security Administration. Colonial Life will not condition the payment of insurance benefits on whether I authorize Colonial Life to re-disclose my information. For the purposes of these disclosures by Colonial Life, this authorization is valid for one year or for the length of time otherwise permitted by law.

This authorization is valid for two (2) years from its execution or the duration of my claim (to include any subsequent financial management and/or benefit recovery review), whichever is earlier, and a copy is as valid as the original. I know that I, or my authorized representative, may request a copy of this authorization. This authorization may be revoked by me or my authorized representative at any time except to the extent Colonial Life has relied on the authorization prior to notice of revocation or has a legal right to contest coverage under the contract or the contract itself. If I do not sign this authorization or if I alter or revoke it, except as specified above, Colonial Life may not be able to evaluate my claim or eligibility for insurance. I may revoke this authorization by sending written notice to the Claims Department at the address listed above.

Signature	Date signe	Date signed (MM/DD/YYYY)			
	XXX-XX-				
Printed name of individual subject to this disclosure	Last four digits of SSN	Date of birth (MM/DD/YYYY)			
If applicable, I signed on behalf of the insured as	•	elationship). If legal guardian,			
power of attorney designee, conservator, beneficiary or perso	nal representative, please attach a copy of the	e document granting authority			