

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 **www.OneAmerica.com/claims**. A long-term care specialist will review the form and call the contact person indicated.

Please have this information available¹:

- 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)

1. Anyone may initiate a claim on behalf of the insured. To protect the privacy of the insured, OneAmerica 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).

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. This allows you to speak and work with the same long-term care specialist throughout the claim process to ensure continuity and accuracy.

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: **1-317-285-5239**
- 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.

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.

Visit www.OneAmerica.com/claims to learn how we pay claims. Find answers quickly and download the helpful **Step-by-Step Guide to Receiving Care** to read and share.

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.

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