

Help is One Phone Call Away

OneAmerica® Claims Process Explained

Our Care Benefit Concierge will treat your clients like family, ready to take as much off their plate as possible. We're here for them, so they can focus on providing the love and attention only they can give.

Power of Attorney or Claimant



Call **1-800-275-5101, option 3**.
They'll need the policy number.



Sign and submit all the forms online,
via email, fax or physical mail.



Focus on the love and attention only they
can give. (adapting home or decorating
new space, moving into a facility, etc.)

Visit
oneamerica.com/claims
to learn more about
how we can help your
customers file a claim.

OneAmerica



We'll assign a designated Care Benefit
Concierge to your client, who will handle
the claim from day one. The same care
specialist the entire way through.



The Care Benefit Concierge will be
available to answer any questions related
to the forms and other documentation
needed.



The Care Benefit Concierge will:

- Help the claimant determine a plan for care.
- Contact doctors and care providers on your client's behalf.
- Review their policy and determine coverage eligibility.
- Contact the care provider to iron out details.

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I-34134 07/02/20

Resources for you

While the policyholder gets the care he or she needs, claimants receive the answers and support they need from their Care Benefit Concierge, who is available for questions, follow-ups and to make plan adjustments as needed.

Our personalized approach enables us to support your clients as efficiently and wholeheartedly as possible. Our team is ready to help them navigate extended care, removing as much stress and anxiety as we can. We have resources and guidance available to you and your clients online, 24/7.

Note: The claimant could be a spouse, child, a loved one or a power of attorney who submits a claim on behalf of the policyholder.

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