Claims Made Easy





Your claim is processed ten days faster* when you submit a claim online at www.CombinedInsurance.com/Claims

FILING A CLAIM BY MAIL

- 1. Download the claim form.
- 2. Print all pages of the claim form.
- 3. Complete all sections of the Claimant Statement.
- 4. If you are claiming disability, have your employer complete and sign the **Employer's Statement** found in **SECTION C** on the third page.
- 5. Have your physician complete **SECTION D**, the **Attending Physician's Statement**, on the fourth page.
- 6. Review the Fraud Notification for your state on the fifth page.
- 7. Sign and date the claim form on the signature line provided at the end of the Fraud Notification page of the claim form. If you do not sign the Fraud Notification page, we cannot accept your claim submission.
- 8. Elect to receive documents electronically and, if your claim is payable, opt in to receive your benefit payment sent electronically via bank transfer into a checking account, transfer into a PayPal account, or transfer to a debit card (as available). To authorize this, please complete and sign the Consent to Electronic Transactions, Payments and Signature document.
- 9. Sign and date the Authorization to Obtain and Disclose Health Information.
- 10. Send your signed, completed claim form with the Attending Physician's Statement, Employer Statement, if applicable, and any medical bills or documentation that you may have related to your accident or illness to:

Combined Insurance Claim Department

PO Box 6700 Scranton, PA 18505-0700

* On average



Claims Made Easy



HELPFUL TIPS:

First page (Claimant completes)

Please include your complete name and current mailing address on the claim form as any payment and/or correspondence will be sent to the address indicated on the claim form. Indicate your policy numbers/certificate numbers on the claim form; this will help us respond guicker.



Accident: For loss due to an accidental bodily injury, please complete the Accident section of the form including a detailed description of how the accident occurred.



Sickness: If filing for loss due to sickness, fill in the section of the form relating to symptoms and diagnosis. You may be requested to provide additional details regarding medical treatment you received within the 5 years prior to your policy effective date.



Critical Illness: If filing a critical illness claim, please fill in the date of diagnosis and provide a copy of the pathology report or test results confirming the diagnosis and the level of severity.



Hospitalization: If hospitalized, provide us with the name and address of the hospital including the admission and discharge dates. Please also send a copy of the itemized hospital bill including the number of days you were an inpatient.



Disability: If you were disabled and have disability coverage, give the exact dates of the total and/or partial disability. If you are still disabled at the time you submit your claim form, another claim form will be sent to you for continuing disability.



Wellness: If filing for wellness/preventative/health screening benefits, please review your policy carefully to ensure the test or procedure is covered under your policy. Do not use the attached claim form if filing for wellness or health screening benefits. Rather use the Health and Wellness claim form which can be found at www.combinedinsurance.com/forms.

Additional: Please be sure to sign and date the **Authorization to Release Information**. This will prevent unnecessary delays in the event additional information is needed.

Third page (Employer completes)

If you are employed outside the home, your employer must verify your disability by completing **Section C - Employer's Statement**. Please note: If the insured is a student, the school principal should complete this section.

Fourth page (Doctor completes)

Your primary physician must complete **Section D - Attending Physician's Statement** in its entirety. Failure to make sure that your physician fills in all necessary information on the claim form may cause delays in the processing of your claim.

For your records, we suggest that you keep a copy of the completed claim form and any bills you submit. Note the date mailed. Mail all pages of the completed form and any enclosures to:

Combined Insurance Claim Department

P O Box 6700, Scranton, PA 18505-0700



Remember, your claim is processed ten days faster* when you submit a claim online at www.CombinedInsurance.com/Claims



^{*} On average

Claim Department • P.O. Box 6700 • Scranton, PA 18505-0700 • Telephone 1-800-951-6206 • Fax 312-351-6930

IMPORTANT INSTRUCTIONS FOR FILING CLAIM

- 1. USE THIS CLAIM FORM FOR ALL CLAIMS EXCEPT FOR WELLNESS/PREVENTATIVE/HEALTH SCREENING BENEFITS.
- 2. IF DISABILITY IS CLAIMED, PLEASE HAVE YOUR EMPLOYER OR SCHOOL COMPLETE SECTION C, THE EMPLOYER'S STATEMENT.
- 3. IF MEDICAL OR HOSPITAL BENEFITS ARE CLAIMED, ITEMIZED BILLS MUST BE ATTACHED.

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Statements made by you on this claim form must be true and complete. You must sign and date this claim form on the signature line provided on the Fraud Warning page. If you do not sign this claim form, we cannot accept your claim submission.

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EMPLOYEE'S FIRST NAME	LAST NA	ME	M.I.
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CITY			STATE ZIP
PHONE NUMBER	BIRTH DATE (MM/DD/YYYY)		CLAIM NUMBER (IF AVAILABLE)
DATE LAST WORKED (MM/DD/YYYY) DATE RETURNS	D TO WORK (MM/DD/YYYY)		MONTHLY EARNINGS
/ / /	/	FULL TIME PART TIME	\$ 9
POLICY NUMBER(S)		1	<u> </u>
EMPLOYEE'S OCCUPATION		DESCRIPTION OF OCCUPATION	'S PRIMARY DUTIES
WORKERS' COMPENSATION CLAIM FILED FOR THIS DISABILITY?	YES NO PAID?	YES NO	
IF YES PROVIDE THE NAME, ADDRESS AND TELEPHONE NUMBE	R OF COMPENSATION CARRIER	. ALSO, SEND REPORT OF INITIAL	. INJURY.
NAME			
ADDRESS			
CITY			STATE ZIP
PHONE NUMBER			
PHYSICAL JOB DEMANDS (HH = hours, MM = minutes)			
SITTING PER DAY WALKING H H	PER DAY CLIMBING		PER DAY DRIVING H H M M
LIFTING: LESS THAN 15LBS 15 TO 45LBS	MORE THAN 45LBS	STOOPING/BENDING:	
Eli Tillo.	MORE THAN 402B0	OTOG! ING/BENBING.	THE GEESOM THE GEESOM
TOTAL DISABILITY:		PARTIAL DISABILITY:	
BETWEEN WHAT DATES DID THE EMPLOYEE NOT PERFORM ANY	JOB DUTIES?	BETWEEN WHAT DATES DID THE	E EMPLOYEE ONLY PERFORM PARTIAL JOB DUTIES?
FROM (MM/DD/YYYY) THROUGH (MM/	DD/YYYY)	FROM (MM/DD/YYYY)	THROUGH (MM/DD/YYYY)
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DURING PARTIAL DISABILITY, DID/WILL EMPLOYEE RECEIVE 75%	OR MORE OF HIS PRE-DISABILIT	Y INCOME? YES NO	IF NO, WHAT PERCENTAGE?%
DESCRIPTION OF DUTIES PERFORMED (IF ON PARTIAL DISABILIT	Y)		
EMPLOYER CONTACT NAME	CONTACT'S POSITION		DATE (MM/DD/YYYY)
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Claim Department • P.O. Box 6700 • Scranton, PA 18505-0700 • Telephone 1-800-951-6206 • Fax 312-351-6930

REQUIRED SIGNATURE OF CLAIMANT

FRAUD WARNING

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.

X		
CLAIMANT'S SIGNATURE	DATE	PLEASE PRINT NAME
I signed on behalf of the claimant, as Power of Attorney, Guardian or Conservator, please attach	a copy of the docu	(relationship). If you are the ument granting authority.

If your policy/certificate is paid with pre-tax dollars, benefits paid may be reported to the IRS. Contact your employer regarding reporting requirements.

You must sign and date this claim form on the signature line provided on this page. If you do not sign this claim form, we cannot accept your claim submission.

Claim Department • P.O. Box 6700 • Scranton, PA 18505-0700 • Telephone 1-800-951-6206 • Fax 312-351-6930

CONSENT TO ELECTRONIC TRANSACTIONS, PAYMENTS AND SIGNATURE

1. Consent to Electronic Transactions

By signing and dating this form, you acknowledge, agree and consent to the use by Combined Life Insurance Company of New York ("Combined") of electronic transactions, electronic signatures, and to the receipt of the electronic version of certain documents and records, including but not limited to policy delivery, acknowledgements, notices (including, without limitation, privacy notices), forms, invoices, explanation of benefits, proof of loss, claims documentation, releases, authorizations to obtain medical records, affidavits, and disclosures, to the extent permitted by law. Electronic documents will be delivered online to your Combined Self-Service Account. You will be notified via email when delivered. This consent unless withdrawn applies to all transactions between you and Combined.

You specifically acknowledge as part of your consent that certain documents delivered electronically will contain confidential information and information regarding your personal financial matters ("Personal Financial Information") and other personally identifiable information; and consent to the delivery of such confidential information, Personal Financial Information and personally identifiable information by electronic means. The consent that you grant shall remain in effect until withdrawn by you.

You specifically acknowledge as part of your consent that we will replace paper delivery of any particular document with electronic delivery at our sole discretion as electronic delivery of particular documents becomes available and are consenting to delivery of documents to you in the following manner: We may send you email transmitting such documents, whether as text in, attachments to, and/or hyperlinks from such emails. Such emails will be sent to the current email address we have on file for you. You are responsible for providing us with a valid email address to which you have regular access and you are responsible for immediately notifying us of any change of email address. Any change to your email address can be completed through our Self-Service portal at https://my.combinedinsurance.com or by calling the Customer Service Department.

You have the right to receive communications from Combined in paper form. You may withdraw this consent at any time. To withdraw your consent, you may call our Customer Service Department at 1-800-951-6206, Monday through Friday between 7:30 am and 6:00 pm CST or go to www.combinedinsurance.com/us-en/contact-us to fill out and submit a General Inquiries form. Your withdrawal will not affect or change in any way the legal effectiveness, validity or enforceability of any documents that were delivered to you electronically before your withdrawal became effective.

To request a paper copy of any document that was originally provided to you electronically, at no charge, please call our Customer Service Department.

2. Consent to Electronic Payment

If you submit a payable claim, Combined may offer you the option to receive your benefit payment electronically via bank transfer into a checking account, transfer into a PayPal account, or transfer to a debit card (as available). Combined will not impose any fees on you for choosing to accept your payment electronically, but your financial institution may impose a fee or charge. By signing and dating this form, you are accepting this offer and consenting to accept benefit payments electronically. Consenting to accept payment electronically is voluntary. Your payments received through electronic transfer may be subject to attachment or garnishment if your account is subject to the same.

If any portion of your claim is payable, you will receive an email with a link to setup an account and provide the routing and account number for the bank or other account where you wish the funds be deposited. If you do not set up an account and provide the account information within three (3) calendar days, we will automatically issue the payment via a check mailed to the address on file.

Unclaimed funds are subject to the applicable laws concerning unclaimed property.

By signing and dating this form, you attest that you are the Principal Insured under the coverage for which your claim was submitted.

3. Consent to Electronic Signature

You also agree that your electronic signature is the legal equivalent of your manual signature on the above listed documents. You further agree that your use of a key pad, mouse or other device to select an item, button, icon or similar act/action, or to otherwise agree, acknowledge, consent, opt-in, or certify to any of the above documents constitutes your signature, acceptance and agreement as if manually signed by you in writing. You agree that no certification authority or other third-party verification is necessary to validate such signature, and that the lack of such certification or third party verification will not in any way affect the enforceability of such signature or any such document. You represent that you will be bound by the terms of this consent. This consent for electronic delivery and signature is effective until withdrawn by you. Doing business electronically will not affect the validity, legal effect or enforceability of any of your transactions with Combined.

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You are responsible for ensuring that neither your software nor your Internet service provider inhibits or interferes with the notices and communications described herein. To ensure delivery of your policy, claim, and/or other documents, the following minimum hardware and system requirements are necessary to sign, print, retain and receive such documents.

Operating Systems	Windows® 7 or 8.1 or MAC
Browsers	Final release versions of Internet Explorer® 9.0 or above (Windows only); Firefox 34 or above (Windows and Mac); Safari™ 5.0 or above (Mac only); Google Chrome 39 or above; Apple iOS 7 or above; Android 4.4 and above
PDF Reader	Acrobat Reader® or similar software may be required to view and print PDF files
Screen Resolution	800 x 600 minimum
Enabled Security Settings	Allow per session cookies

future reference.										-							
Print Name																	
r iiit ivaiiie																	
Signature																	
E-mail Address																	
Date	 	 	 	 	 	 	_										

By signing and dating this form, you are confirming that your computer or electronic device meets the system requirements necessary to print, store and receive claims documents electronically and that you may be able to access such documents for

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AUTHORIZATION TO OBTAIN AND DISCLOSE INFORMATION

Name:		Doctor's Name:	
Address:		Hospital's Name:	
Birthdate: / /	_	Adm / / Disch /	/
obtain necessary medical info include information from any I other insurance company, or t I further authorize Combined t about me for purposes of prod	ormation for the purposes of evalu Prescription Drug Database, all he the "MIB" (Medical Information Bur to rely on this authorization for two	OF NEW YORK, PO BOX 6700, Scranton, PA, 1850, ating my insurance claim. The information to be obta alth care providers, employer, consumer reporting ag eau), which is relevant to my loss or condition being e years, or as otherwise permitted by law, to disclose in ding assistance with return to work.	ined shall ency, any valuated.
History of Present Illness Operative Reports Daily Doctor's Notes X-Ray Reports	Consultant's Report	Discharge Summary Laboratory Results Previous Admissions	
The information is needed for	the following purpose(s): Evaluati	on and processing of my insurance claim	
	tion released by this authorization ol/drug abuse and past medical hi	may also include information concerning treatment o story.	f physical
without any express revocations of the services of the service	on. I understand and I have the rivocation to Combined Life Insurar ny when the law provides my insur	is consent will expire (24) months following date of ght to revoke this authorization at any time, and in or ace Company of New York. I understand that revocation with the right to contest a claim under my policy/cer	der to do on will not
information carries with it the	potential for re-disclosure and the	uant to this authorization. I understand that any disc information may not be protected by the federal conf by not be conditioned on obtaining the individual's auth	identiality
X(Signature	of Claimant)	Date:(Must be filled in)	
, ,	of Claimant)	Date:(Must be filled in)	
X(Signature of Pa	rent or Guardian)	(Relationship to Patient if Signed by 0	Guardian`

A photocopy of this authorization may be treated in the same manner as an original.