



FINANCIAL PROTECTION

UnitedHealthcare Claim Process Critical Illness, Accident and Hospital Indemnity



Supplemental Health Plans don't replace your medical plan- they help it. If you are enrolled in a Critical Illness, Accident Protection of Hospital Indemnity Plan here are 2 ways claims can be initiated:

Participate in a UnitedHealthcare Medical Plan?

Your health plan includes Benefit Assist to help you get your benefit payout sooner.

Having a health plan and a supplemental health plan (Accident, Critical Illness or Hospital Indemnity) from UnitedHealthcare provides you with a Benefit Assistant who will:

- 1 Review your eligible medical claims.
- 2 Notify you if any medical claims qualify for a benefit payout from your supplemental plan.
- 3 Connect you with the right claims specialist who will walk you through the process of submitting a supplemental plan claim, so you can get your benefit payout sooner.

Don't participate in a UnitedHealthcare Medical Plan or want to call in a Claim?

We can help you file a claim and receive a benefit payout.

- 1 Gather the required information and have it ready when you call us. If someone makes the call for you, he or she will need to provide this information on your behalf.
- 2 Call us at **1-866-556-8298**, Monday-Friday, 8 a.m.-6 p.m. ET
- 3 We will learn more about your specific request, guide you through the claim process, answer your questions, and tell you what to expect.

Required Information

- ✓ Employer's name and location
- ✓ Your name and social security number
- ✓ Your address and phone number
- ✓ Date of birth
- ✓ Marital status
- ✓ Number of dependants
- ✓ Last day you worked
- ✓ Description of medical condition
- ✓ Physician's name, address and phone number
- ✓ Date of your first doctor visit



Have a benefit question? Call 1-800-444-5854 Monday-Friday 8 a.m.-6 p.m. ET

Benefit Assist support requires members to be enrolled in a health plan and supplemental health plan (Accident, Critical Illness or Hospital Indemnity) from UnitedHealthcare. Benefit payments associated with a Supplemental Health Plan Benefit Assist program are subject to eligibility requirements and benefits outlined in your UnitedHealthcare policy.

Specialty benefits and programs may not be available in all states or for all group sizes. Components subject to change. These policies have exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, contact your UnitedHealthcare sales representative.

UnitedHealthcare Accident Protection product is provided by UnitedHealthcare Insurance Company on form UHCAC-POL-1 (01/12) et al., in Texas on form UHCAC-POL-1-TX (01/12) and in Virginia on UHCAC-POL-1-VA (01/12). The policies have exclusions, limitations, reductions of benefits, and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, call or write your insurance agent or the company. Some products are not available in all states. UnitedHealthcare Insurance Company is located in Hartford, CT.

UnitedHealthcare Critical Illness product is provided by UnitedHealthcare Insurance Company on form UHICI-POL-1 et al., in Texas on UHICI-POL-1 and in Virginia on UHICI-POL-1-VA. Critical Illness coverage is NOT considered "minimum essential coverage" under the Affordable Care Act and therefore does NOT satisfy the mandate to have health insurance coverage. Failure to have other health insurance coverage may be subject to a tax penalty. Please consult a tax advisor. The policies have exclusions, limitations, reductions of benefits, and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, call or write your insurance agent or the company. Some products are not available in all states. UnitedHealthcare Insurance Company is located in Hartford, CT.

UnitedHealthcare Hospital Indemnity product is provided by UnitedHealthcare Insurance Company on policy forms UHIHIP-POL-TX, et al. and UHIHIP-CERT-TX, et al. in Texas and UHIHIP-POL-VA, et al. and UHIHIP-CERT-VA, et al. in Virginia. The product provides a limited benefit for certain hospital indemnity plan benefits. Please note: HOSPITAL INDEMNITY coverage is NOT considered "minimum essential coverage" under the Affordable Care Act and therefore does NOT satisfy the mandate to have health insurance coverage. Failure to have other health insurance coverage may be subject to a tax penalty. Please consult a tax advisor. UnitedHealthcare Insurance Company is located in Hartford, CT.

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