

When you need benefits under your Long-term Care / Facility Care / Home Health Care Coverage

INTAKE UNIT

We want to help you use the benefits available under the terms of your policy. Before you file a claim, you or your authorized representative can telephone our Intake Specialists for assistance. These representatives can provide information on policy benefits, claim filing, processing times and more! Please telephone 1-800-541-2254 and ask for the Intake Unit.

CLAIM FORM

Once your care begins, complete the attached "Long-Term Care and Claim Form."

Please keep the following items in mind as you complete the claim form.

1. Make certain to provide as much detail as possible to each of the following 10 questions. This includes providing current addresses and telephone numbers for questions 1, 2, 6, and 7. Providing incomplete information may lengthen claim processing time.
2. Question 7 allows you to describe a facility confinement under section "A" and/or care services under section "B." Make sure to provide complete responses regarding services you have received.
3. Feel free to attach additional pages if you need more room to respond to any question.
4. Before returning the claim form, collect and attach copies of:
 - ☐ All available bills for services rendered
 - ☐ Provider license, Medicare certification or other credentials
 - ☐ Provider Plan of Care (POC) or Service Plan
 - ☐ Minimum Data Sets (MDS) (for Facility claims only)
 - ☐ Daily Visit Notes (for Home Health Care & Hospice claims only)
 - ☐ Any available cognitive evaluations or testing
 - ☐ Proof of Legal Authority (e.g. Power of Attorney) of any person that represents you, if available

NOTE: Additional information may be requested.

5. Return your completed claim form and all attachments to Washington National Insurance Company via fax number 1-317-817-2276 or PO Box 1902, Carmel, IN 46082-1902. The claim department will contact you within ten to fifteen business days of its receipt of your documents.

QUESTIONS

If you have any questions about your coverage or filing a claim, please call 1-800-541-2254.