

## *How to simplify your Critical Illness Claim*

1. Complete the claim form. There are four pages:
  - A. Page one:
    - i. Requires policyholders/certificate holder information;
    - ii. Claimant/patient's information
    - iii. Policy number required, or you can use your ss#
      - \* To obtain this number, call 407-599-5001 or 800-521-3535 if after 5PM
  - B. Page two:
    - i. Attending Physicians Statement
    - ii. Physician's Certification
  - C. Page three:
    - i. Requires patient's signature if over 18, under 18 policy holders would sign
  - D. Page four
    - i. For your records only., continuation of state mandates from page 3

### *Information that must accompany your claim form*

2. A copy of the pathology report or any diagnostic studies which initially diagnosed the specific disease
3. A copy of your itemized hospital bill.

Once these steps are completed, fax the documents to the number on the top of the claim form:  
866-424-8482 (fax)

### *When obtaining your billing information*

**Two forms that are most helpful are the UB04 and form 1500. You can obtain the UB04 from the hospital billing office and form 1500 from your doctor/surgeons offices.**

**These are the forms submitted to your medical insurance for reimbursement. Some facilities may tell you they cannot provide you with a copy of these forms. Please inform them they can stamp it "Not To Be Used For Insurance Purposes" as Allstate will accept it that way. If you are truly having an issue obtaining either of these forms, let that office know you need something showing the diagnosis codes and procedure codes. Without these codes Allstate cannot process your claim.**

If you have any questions you can always call us at 407-599-5001.

Thank you,  
Ann Maze

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US Employee Benefits