

HOW TO SUBMIT A CRITICAL ILLNESS CLAIM



An unexpected critical illness often comes without warning and can have lasting effects on you and your family.

Items Needed to Submit a Claim

Upon the diagnosis of a critical illness, you must complete and submit the items below. Complete instructions are available on the Critical Illness claim form.

1. **Critical Illness claim form:** Complete as instructed on the form and be sure to complete the authorization form.

Your claim submission will be reviewed by a claims analyst. Be advised that further documentation might be necessary in the future to complete the claim process. If additional information is needed, a claims analyst will reach out to you.

How to Find Claim Forms



To access claim forms, go to mutualofomaha.com/support/forms or scan this QR code. You may also contact your Human Resources department.

We are here for you

If you have questions regarding your claim, please contact our dedicated toll-free number:

(800) 775-8805

Monday - Thursday, 7:00 a.m. - 5:30 p.m. CST
Friday, 7:00 a.m. - 5:00 p.m. CST

How to Find the Critical Illness Claim Form

To access the claim form, go to mutualofomaha.com/support/forms. You may also contact your Human Resources department.

Filing Options

Employee Portal:

1. Visit mybenefits.mutualofomaha.com/my-benefits/ui/ registration. Register for an account.
2. Click on the "submit claim" icon on the portal homepage.
3. On the forms page, select "I am a Plan Member (Employee)" and choose the relevant state.
4. Select the necessary form, then select "Complete form online".

Already have an account? Log in with your credentials at mybenefits.mutualofomaha.com/my-claims/ui/home.

Mail the claim form to:

United of Omaha Life Insurance Company

Group Critical Illness Claims
3300 Mutual of Omaha Plaza | Omaha, NE 68175-0001

Fax: (402) 997-1898

Email: submitgrpci@mutualofomaha.com

Phone: 1-800-877-5176

Submit over the phone by calling 1-800-877-5176 and follow the steps below:

1. Option 4 (questions about life, critical illness, accident or hospital indemnity policies)
2. Option 3 (for critical illness)
3. Option 1 (to start a new claim)



Underwritten by
United of Omaha Life Insurance Company
A Mutual of Omaha Company