

## **CANCER & SPECIFIED DISEASE POLICY- HELPFUL CLAIM TIPS**

### **How to file your first claim:**

1. Complete each section of the claim form's front page.
2. It is not required for your medical provider to complete the back page of the claim form unless you wish to assign benefits to a designated Provider. **Warning:** *If you assign benefits, ALL benefits will be paid directly to the designated Provider.* Otherwise, all benefits will be paid directly to the Insured.
3. Attach a copy of the **pathology report(s)** with a **positive diagnosis** of cancer or a specified disease. Be sure to attach the earliest diagnosis of cancer or specified disease to ensure proper payment of benefits.
4. Benefits are based on medical expenses for cancer or specified disease treatment. Attach itemized medical bills with your claim.
5. Mail the completed claim form and all documentation to:  
National Plan Administrators, Inc.  
**Attn:** Hartford Cancer Claim  
PO Box 161630  
Austin TX 78716

Faxes or photocopies of the first completed claim form will not be accepted.

### **Deadline to submit losses/expenses:**

*Within 15 months from the date the loss/expense incurred.*

### **Itemized medical bills/statements:**

Please do not submit Explanation of benefits (EOBs) from your medical insurance company. Please obtain itemized medical bills from your medical providers. The medical bills should contain a breakdown of each service provided, the actual cost, and the date of service.

### **Submitting Additional Claims:**

The Insured does not need to fill out a claim form each time. On a cover sheet or posted note, please write the Insured's name and social security number. Attach it to the medical bill's first page.

Example: **John Smith**

**123-46-5678**

**Attn: Hartford Cancer Claim**

### **Notification:**

Any eligible benefits, denials, or request for additional information will be mailed to you within 2 weeks of receipt of your claim in our office. If you do not receive some type of notification from our office after 2 weeks, please call us to verify that we received your claim. Please be sure to make photocopies of your claims in case we do not receive one of your claims.

If you have questions or need assistance, please call us toll free at 1-800-880-2776 and ask to speak with a Claims Examiner about your cancer and specified disease policy. *8AM-5PM, Central Time, Monday-Friday*