

# Help is One Phone Call Away

*How the OneAmerica® Claims Process Works for You*

While your loved one gets the long-term care he or she needs, you receive the answers and support you need from your Care Benefit Concierge, who is available for questions, follow-ups and to make adjustments as needed.

## You



Call **1-800-275-5101, option 3.**  
You'll need the policy number.



Sign and submit all the forms via email, fax or physical mail.



Focus on the love and attention only you can give.

Visit  
**[oneamerica.com/claims](https://oneamerica.com/claims)**  
to learn more about  
how we can help you  
file a claim.

## OneAmerica



We'll provide you with a designated Care Benefit Concierge, who will handle your claim from day one. The same care specialist the entire way through.



Your Care Benefit Concierge will be available to answer any questions related to the forms and other needs.



Your Care Benefit Concierge will:

- Help you determine a plan for care.
- Contact doctors and care providers on your behalf
- Review your policy and determine coverage eligibility.
- Call with the decision within a few weeks
- Contact your care provider to iron out details.

# ONEAMERICA®

*OneAmerica® is the marketing name for the companies of OneAmerica*

Policies and long-term care insurance riders are underwritten by The State Life Insurance Company® (State Life), Indianapolis, IN, a OneAmerica company that offers the Care Solutions product suite. • Provided content is for overview and informational purposes only and is not intended and should not be relied upon as individualized tax, legal, fiduciary, or investment advice. • **NOT A DEPOSIT • NOT FDIC OR NCUA INSURED • NOT BANK OR CREDIT UNION GUARANTEED • NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY • MAY LOSE VALUE**

**ONEAMERICA®**

*OneAmerica® is the marketing name for the companies of OneAmerica*