



Our goal is to respond to all claims in a prompt and efficient manner. We want to service your claim promptly and you can help by making sure you furnish basic required information.

General Filing Instructions

Claim Form – Completed in full by yourself and your doctor (see further details below).

- If you are filing a claim under a policy providing benefits for disability, please complete the insured's disability statement on front. **Your employer and doctor must also complete the form.** Both your employer and doctor must certify the dates of disability claimed.
- If you are filing a claim under a policy providing benefits for hospital or other medical benefits, it is important that you include copies of all itemized bills.

Our claim form with pre-addressed envelope is included in your policy package. You can also obtain additional forms by calling our Customer Service Center at 1-800-544-9382 or accessing our website www.combinedinsurance.com.

Claims not requiring claim forms – If you are filing a claim for a condition that did not result in disability or hospital confinement, please furnish copies of your bills that include a diagnosis associated with your claim.

Cancer/Critical Condition Claims – If you are filing under a Cancer or Critical Condition Policy, in addition to a fully completed claim form, it is important that you furnish supporting diagnostic information, such as pathology reports, or other clinical evidence that establishes the diagnosis.

Please be aware that certain claims may require that we obtain additional medical information and it is helpful for you to include the name and address of your primary care physician and/or any specialist treating you. We may also need to contact you for further information.

Please also be sure to include all proper documentation as missing or incomplete information can delay your claim payment.

All claims should be mailed to:

**Worksite Solutions
Claim Department
PO Box 6700
Scranton, PA 18505-0700**

You may also fax your claim to 773-765-1850. When faxing a claim, please be sure to mail the originals too. If you have any questions, please call us at 1-800-544-9382.