



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.

Power of Attorney or Claimant



Call **800-352-6608**.
They'll need the policy number.



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



Focus on the love and attention
only you can give.



Scan 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 exclusively from day one.



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



The Care Benefit Concierge will:

- Contact doctors and care providers on your behalf
- Review your policy and determine coverage eligibility
- Call with the decision within a few weeks
- Recommend types of service or benefits aligned to your policy benefits or plan of care
- Contact your care provider to iron out details

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