

How to Submit a Critical Illness, Accident or Hospital Indemnity Claim



Items Needed to Submit a Claim

Upon the diagnosis of a critical illness, in the unfortunate event that an accident occurs, or if you are admitted or confined to the hospital, you must complete and submit the items below.

1. Critical Illness, Accident* or Hospital Indemnity Insurance claim form
2. Authorization to Disclose Personal Information form

**For accident claims, you must provide initial supporting medical documentation with the claim submission.*

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.

Filing Options



Employee Portal:

1. Visit **mutualofomaha.com/my-benefits**. Register for an account or log in with your credentials.
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**.



Mail completed claim form(s) to:

Mutual of Omaha Insurance Company

Group (Critical Illness, Accident or Hospital Indemnity) Claims
3300 Mutual of Omaha Plaza | Omaha, NE 68175-0001



Fax completed form(s) to: 402-997-1898



Email completed form(s) to:

Critical Illness: submitgrpci@mutualofomaha.com

Accident: submitgrpacc@mutualofomaha.com

Hospital Indemnity: submitgrphi@mutualofomaha.com



Submit by phone: 800-877-5176

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

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

We're here for you

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

800-775-8805

(Monday – Friday, 7:30 a.m. – 5 p.m. Central)



Underwritten by
United of Omaha Life Insurance Company
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