



Critical Illness Insurance Claims Checklist

Information to Identify Your Policy

Policy number
Policyholder's name
Policyholder's date of birth
Policyholder's address

Claim Details & Documentation

Patient or Claimant name	Medical records for covered illness
Pathology report listing cancer diagnosis	APS - Attending Physician's Statement
Health care provider/Facility name	Stroke - MRI showing infarction and proof of permanent neurological deficits (follow-up appointment, physical therapy notes, etc.)
Invasive Cancer - Initial Pathology Report (<i>If no surgery or biopsy was performed, submit medical imaging and lab work confirming diagnosis</i>)	Major Organ Transplant - Operative Report
Carcinoma in Situ - Initial Pathology Report (<i>If no surgery or biopsy was performed, submit medical imaging and lab work confirming diagnosis</i>)	Renal Failure/End Stage Renal Disease (ESRD) - Medical Evidence Report (ESRD) or medical records showing proof of failure of both kidneys and first date of dialysis
Heart Attack - Abnormal EKG, elevated cardiac enzymes (Troponin levels) and discharge summary	CABG - Operative Report

File Your Claim Quicker Using MyBenefits

1. Visit standard.com/ahl/mybenefits to register your MyBenefits account and log in.
2. With multiple payment options available, choose how you will receive your benefits.
3. Click 'File a Claim' to begin. Our system will guide you through each step along the way.
4. Securely upload supporting documents by scanning or attaching stored files.
5. Submit your completed claim.

Other Ways to File a Claim

Fax claim submissions: 1.866.428.2516

Mail:

4920 San Pablo Road South
Suite 200C
Jacksonville FL 32224

For coverage issued in New York

Fax claim submissions: 1.866.427.3623

Mail:

The Standard Service Center
PO Box 331429
Atlantic Beach FL 32223

Underwritten by: **American Heritage Life Insurance Company**

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