



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 (*If no surgery or biopsy was performed, submit medical imaging and lab work confirming diagnosis*)

Major Organ Transplant - Operative Report

Carcinoma in Situ - Initial Pathology Report (*If no surgery or biopsy was performed, submit medical imaging and lab work confirming diagnosis*)

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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