

How to File a Mutual of Omaha Insurance Claim

Once an accident/illness has taken place, the persons in charge of the event should immediately respond to any emergency medical needs. The adult in charge should then prepare the forms necessary to file a Mutual of Omaha Insurance claim.

ADULT IN CHARGE RESPONSIBILITY

At the scene of the accident/illness, the adult in charge should:

- Complete a **Girl Scouts of Western Washington Incident Report** (with copy of permission slip for injured/ill person. **This report should be sent to Girl Scouts of Western Washington** (ATTN: Insurance, PO BOX 770 DuPont WA 98327, fax: 206/633-5099 or email: insurance@girlscoutsww.org) **within 1 business day after the incident/illness.**
- Fill out the troop/activity section on the back side of the **Mutual of Omaha Insurance Claim Form**, sign the form as the authorized activity representative and provide the claim form to the injured/ill person or a parent/guardian.

INSURED or PARENT RESPONSIBILITY

Please take the time to follow these steps; Mutual of Omaha will automatically reject any claim forms with missing or incorrect information which will delay payment to your medical provider. Mutual honors claims up to one year after the accident/illness has occurred.

- The insured/parent/guardian should keep copies of all paperwork for their records.
- The insured, or parent/guardian if insured is a minor, completes the claimant information on the front of the claim form provided by the adult in charge of the event/activity. It is important to fill-out the form completely and as accurately as possible. **Remember to sign and date both the Insurance Information section and the Authorization for Release of Information.**
- An itemized billing complete with diagnosis, date(s) and procedure code(s) may be substituted for the Attending Physicians Statement. If the claim form is left with the doctor or hospital, be sure to request a copy for your records and instruct them to mail the form to Girl Scouts of Western Washington (ATTN: Insurance, PO BOX 770 DuPont WA 98327), not to Mutual of Omaha.
- Send the original form along with all available bills to **Girl Scouts of Western Washington**, (ATTN: Insurance, PO BOX 770 DuPont WA 98327). The council must validate the claim form before sending it to Mutual of Omaha.
- Any additional bills received after the claim form has been submitted should be forwarded to the **Girl Scouts of Western Washington** (ATTN: Insurance, PO BOX 770 DuPont WA 98327). Please make sure the bill includes the patient's name, the date of treatment, the condition treated and the council name.