



# Critical Illness Insurance Claim Checklist

## To identify your policy, make sure you have:

- ☐ Policy/certificate number
- ☐ Policy/certificate holder's name and birthdate
- ☐ Policy/certificate holder's address

## You will also need:

- ☐ Claimant statement form
- ☐ Confidential information authorization form\*
- ☐ Additional medical evidence – pathology reports, physicians' notes, medical records, itemized bills, etc. (optional, but may expedite your claim)
- ☐ Critical Illness Attending Physician's Statement, which is completed by the treating physician.

\* Depending on documentation provided, Assurity may need to acquire additional medical records. If needed, having a signed authorization on file will expedite processing.



## Filing a claim is easy on MyAssurity:

1. Login or register on [MyAssurity.com](https://myassurity.com).
2. Select “**Claims**” from the menu bar.
3. Under “File a Claim,” select “**Critical Illness**” with the policy/certificate number and state where the claimant resides.
4. To receive the fastest claims service, select “**File My Claim Online.**”
  - a. If you would like to submit a claim another way, you can download the claim form, complete and sign the form, then return to Assurity by fax, mail or email.
5. While filing online, you will be prompted to:
  - a. Upload any supporting documentation.
  - b. Select how you would like to be paid.
  - c. Provide information about the claim (provider, date of service, details, etc.) as prompted.
  - d. Electronically sign and submit the claim form.



## Sign up for direct deposit to receive benefits faster.

Otherwise we will mail applicable benefits directly to you.



## Need help filing?

800.869.0355 Ext. 4484  
[claimsinfo@assurity.com](mailto:claimsinfo@assurity.com)

NOT AVAILABLE IN NEW YORK.

This checklist is intended to assist policyholders when filing claims and does not constitute a guarantee of claims payments or act as an all-inclusive list. Assurity is a marketing name for the mutual holding company Assurity Group, Inc. and its subsidiaries. Those subsidiaries include but are not limited to: Assurity Life Insurance Company and Assurity Life Insurance Company of New York. Insurance products and services are offered by Assurity Life Insurance Company in all states except New York. In New York, insurance products and services are offered by Assurity Life Insurance Company of New York, Albany, New York. Product availability, features and rates may vary by state.