

# HOW TO SUBMIT AN ACCIDENT CLAIM



Although accidents can be unexpected and come without warning, you don't have to let an injury catch you off guard.

## Items Needed to Submit a Claim

In the unfortunate event that an accident occurs, you must complete and submit the items below. Complete instructions are available on the Accident claim form.

- 1. Accident claim form:** Complete as instructed on the form
- 2. Supporting Documentation,** including but not limited to:
  - Detailed medical documentation supporting accident details
  - Accident Report — if applicable (ex.: police report)
  - Surgical Operative Report, if accident involved surgery
  - Follow Up Visit — receipts for follow up visits or physical therapy with dates
  - Chart Note to include admission and discharge paperwork, if there was a hospital stay

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 the Accident Claim Form

To access the form, go to [MutualofOmaha.com/support/forms](https://MutualofOmaha.com/support/forms). You may also contact your Human Resources department.

## Filing Options

### Employee Portal:

1. Visit [mutualofomaha.com/my-benefits](https://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 them to:

#### United of Omaha Life Insurance Company

Group Accident Claims  
3300 Mutual of Omaha Plaza | Omaha, NE 68175-0001

**Fax:** (402) 997-1898

**Email:** [submitgrpacc@mutualofomaha.com](mailto:submitgrpacc@mutualofomaha.com)

### Phone:

Submit over the phone by calling 1-800-877-5176 and follow the steps below:

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

We are 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. CST)



Underwritten by  
United of Omaha Life Insurance Company  
A Mutual of Omaha Company