

# Welcome to the



## IL MUTUAL ACCIDENT CLAIM

To collect on the Accident coverage, complete the linked claim form. Once you're able to complete and sign the claim forms, please mail, email or fax back to me with required documentation to 217-954-0348. I will then forward this on to an examiner and follow up with them in 1 week to check on the status. When filling out the form, no need to fill out "claim number", as this will be entered by the claim examiner. Please be sure to sign page 2 of the claim form as this will not be processed without your signature. Please provide office notes or documentation that show anything that pertains to injuries such as:

- ER Visit or initial visit -must be within 72 hours of accident date. Provide info showing name of patient, date of visit, reason for visit.
- 1 follow up visit- must be within 30 days of accident. Provide info showing name of patient, date of visit, reason for visit.
- Any CT scans or MRI's that were performed with diagnosis of injury (if applicable). Please note that X-Rays are not a covered expense on this policy but a diagnosis of injury is.
- Proof of up to 6 physical therapies performed by a licensed physical therapist (if applicable)
- Any diagnosis of fracture, tear, dislocation, concussion, laceration (if applicable)
- Police report (if applicable)

When gathering this documentation, I recommend staying away from requesting "Medical Records" as most times, the medical provider will want to charge per page. Instead, I highly recommend asking your medical provider for a UB04 Form or HCFA 1500 Form. These universal billing forms will have procedures & diagnosis indications listed and should provide the claims analyst with what is needed to process the claim. It is important to provide information on both services received but also diagnosis of injury and indication of accident. If possible, the easiest thing you might be able to do is log in to a patient portal to retrieve the appropriate documentation.

### For assistance, please call:



### Jade Wood

*Claims Support & Office Manager*

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