

For Claims Customer Service:

Phone: (877) 201-9373 x45750

For Claims Submission:

Instructions for Claim Submission

Please be sure to review the requirements noted below for claim submission and ensure your submission is complete to avoid any delays on your claim.

Please keep a copy of all parts of this form and any supporting documentation for your records.

The Policy Owner is responsible for completion of all portions of this form without expense to Trustmark Insurance Company.

This is not a guarantee of payment. Benefits will be determined based on your policy provisions.

Supporting Documentation

Required: Be sure to include any information, such as pathology report(s), that you feel will assist us in evaluating this claim.

• Please include a list of all physicians/facilities from which you have received treatment within the last ten years. You may attach a separate piece of paper for this information.

Claim Form

Required: Be sure to fully complete the following required portions of the claim form. **Incomplete or illegible answers may result in delay of benefits.**

- **Section A, B, & C –** To be completed by <u>Policy Owner</u>. Complete these sections in full and return for review of benefits. If you need more space, please include additional pages with your responses.
- **Disclosure Authorization** To be completed by <u>Patient</u> (or Policy Owner, if Patient is under 18 or legally incapacitated.) Be sure to sign and date this section of the form, including DOB & last 4 digits of SSN where indicated.
- **Claim Submission Signature** To be completed by <u>Policy Owner</u>. Be sure to sign and date this section of the form.
- Employer Statement To be completed by <u>Patient's Employer</u>.
- Attending Physician Statement To be completed by the <u>Physician</u> primarily responsible for the patient's care. Please be sure that all dates of treatment are indicated in this section and that the physician signes and dates the form.

Optional: These sections of the claim form are not required but completing them will provide better and faster communication with you or anyone you designate.

- Consent for Use of Electronic Communication To be completed by <u>Policy Owner</u>. Complete if you would like claim communication by text or email, including text alerts for any payments released.
- Third Party Communication Authorization To be completed by <u>Policy Owner & Patient</u>. Complete if you would like to authorize Trustmark to release information on your claim(s) to a third party such as a spouse, friend or agent.

Informational: These sections of the claim form provide important information about your rights and the laws in each state.

- E-Sign Disclosure and Consent Notice Attached for your information.
- State Required Fraud Language Attached for your information.



Other_

Application for Waiver of Premium

For Claims Customer Se For Claims Submission:		one: (877) 201-9373 x4. x: (508) 853-0310 ⊠		rustmarkbenefits.com	
Section A – Insured's	Information (To E	le Completed By Insured)	Policy / Certificate #:_		
Name:		DOB://	SSN:		
Address:		City			
		City II		7ip Code	
Occupation:		Principal Duties:			
Employee of Trustmark Co	ompanies? 🗆 Yes 🗀 N	lo L	Language Preference: C	1 English □ Spanish	
Section B – Claim Info	ormation (To Be Com	pleted By Insured)			
		Doctors Consulted	T		
Name		Address		Dates	
Describe nature of illne	es or injung				
	•	an the illness?			
	·	ce the illness? Where you at			
• •					
Trom and accounting in join	, <u> </u>				
3. Date you stopped	working due to disah	sility:			
 Date you resumed 					
·		——— work activity, what date	a do vou expect to be a	able to return to work	
full or part time?		work delivity, what date	do you expect to be t	able to folidit to work	
6. Please indicate any	y benefits that you a	re eligible to receive:			
Source	Amount	Date Applied	Date Payments Began	Date Payments End	
State Disability	\$				
Social Security	\$				
Worker's Comp	\$				
Unemployment	\$				
Retirement/Pension	\$				
ASTROCTION IN CONSISTED	Ψ				



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Fax: (508) 853-0310

Email: LifeClaimsVB@trustmarkbenefits.com

Section B - Claim Information (Continued) (To Be Completed By Insured) Policy #: _____

Please provide the following information concerning your education, prior occupations, hobbies, special skills, and interest in future employment.

	Question	Response
	What is the level of your education? How many years of grade school, high school, college, etc.?	
Education	Describe courses taken (commercial, vocational, academic, etc.) Any trade schools, military training schools, or other special training? If so, please describe.	
	Are you currently enrolled or attending classes or training toward a certificate, degree, continuing education requirement or certification?	
Prior Occupations	Attach resume or list & give details of all previous occupations for the prior 10 years. Specify all duties of each occupation and show beginning & end dates of employment (add additional sheets of paper if needed).	
Special Skills and Abilities	Identify equipment, tools, and machinery that you have used or operated in the past.	
Hobbies	Do you have any hobbies and/or other special interests (woodworking, mechanical repairs, painting, etc.)? If so, please describe in detail.	
Occupational Interests	Would some other employment interest you based on your past experience, hobbies, special training, etc.? If so, please describe in detail.	
Resuming Work	Have you participated in any type of work since your disability began? If so, give details including the type of work, the duties performed, when and where your work activity took place, including employer(s) name and address.	
Vocational Rehabilitation	Are you participating in a rehabilitation program? If Yes , please describe details of the program.	



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Section C - Information Pertaining to Premiums (To be complete by the Policy Owner)

In order to prevent the loss of your insurance coverage and to allow payment of benefits due, it is necessary to have any premiums due paid appropriately.

For the coverage under which benefits claimed:

If premium is more than 30-days behind your claimed date of loss, past due premiums will be deducted from any benefits paid.

For any other coverage through Trustmark:

As a service to you, we can withhold premiums for your benefits for any other insurance coverage you may have through Trustmark for as long as you are receiving payments. Please indicate below which you would prefer regarding your premium payments (please note that this service is not available if premium is paid via payroll deduct on a pre-tax basis):

☐ **Yes** – please maintain my Trustmark coverage(s) in force by withholding premiums while I am receiving benefit payments.

□ **No** – I will make the payment myself, as needed, to maintain coverage(s).



For Claims Customer Service: For Claims Submission:

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E-Sign Disclosure and Consent Notice

This E-Sign Disclosure and Consent Notice ("Notice") applies to all communications, as defined below, for services provided by Trustmark Companies and our affiliates ("Trustmark" or "We"). Under this Notice, communications you receive in electronic form from us will be considered "in writing."

By using Trustmark electronic and online services ("Electronic Services"), you acknowledge that your electronic signature is legally binding and shall be treated as a valid signature for all purposes.

In addition, by using Trustmark Electronic Services you consent to the entirety of this Notice and affirm that you have access to the hardware and software requirements identified below. You must review and accept the terms of these services. If you choose not to consent to this Notice or you withdraw your consent, you will be restricted from using Electronic Services.

COVERED COMMUNICATIONS

Includes, but is not limited to disclosures or communications we provide to you regarding our services such as: (i) claim submissions, third party authorizations, overpayment authorizations, fraud notices, terms and conditions, privacy statements or notices and any changes thereto; and (ii) customer service communications (such as claims of error communications) ("Communications").

METHODS OF PROVIDING COMMUNICATIONS

We may provide Communications to you by email or by making them accessible on the Trustmark websites, mobile applications, or mobile websites (including via "hyperlinks" provided online and in e-mails). Communications will be provided online and viewable using browser software or PDF files.

HARDWARE AND SOFTWARE REQUIREMENTS

To access and retain electronic Communications, you must have:

- A valid email address;
- A computer, mobile, tablet or similar device with internet access and current browser software and computer software that is capable of receiving, accessing, displaying, and either printing or storing Communications received from us in electronic form;
- Sufficient storage space to save Communications (whether presented online, in e-mails or PDF) or the ability to print Communications.

We may request that you respond to an email to demonstrate you are able to receive these Communications.

HOW TO WITHDRAW YOUR CONSENT

You may withdraw your consent to receive Communications under this Notice by writing to us at "Attn: E-Sign Disclosure and Consent Notice, 100 North Pkwy, Worcester, MA 01605." Your withdrawal of consent will cancel your agreement to receive electronic Communications, and therefore, your ability to use our Electronic Services.

REQUESTING PAPER COPIES OF ELECTRONIC COMMUNICATIONS

You may request a paper copy of any Communications; we will mail you a copy via U.S. Mail. To request a paper copy, contact us by writing to "Attn: E-Sign Disclosure and Consent Notice, 100 North Pkwy, Worcester, MA 01605." Please provide your current mailing address so we can process this request. Trustmark may charge you a reasonable fee for this service.



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For Claims Submission: 🗏 Fax: (508) 853-0310 🖂 Email: LifeClaimsVB@trustmarkbenefits.com

UPDATING YOUR CONTACT INFORMATION

It is your responsibility to keep your primary email address current so that Trustmark can communicate with you electronically. You understand and agree that if Trustmark sends you a Communication but you do not receive it because your primary email address on file is incorrect, out of date, blocked by your service provider, or you are otherwise unable to receive electronic Communications, Trustmark will be deemed to have provided the Communication to you; however, we may deem your account inactive. You may not be able to transact using our Online Services until we receive a valid, working primary email address from you.

If you use a spam filter or similar software that blocks or re-routes emails from senders not listed in your email address book, we recommend that you add Trustmark to your email address book so that you can receive Communications by e-mail.

You can update your primary email address or other information by writing to us at "Attn: E-Sign Disclosure and Consent Notice, 100 North Pkwy, Worcester, MA 01605.

FEDERAL LAW

You acknowledge and agree that your consent to electronic Communications is being provided in connection with a transaction affecting interstate commerce that is subject to the federal Electronic Signatures in Global and National Commerce Act, and that you and we both intend that the Act apply to the fullest extent possible to validate our ability to conduct business with you by electronic means.

TERMINATION/ CHANGES

We reserve the right, in our sole discretion, to discontinue the provision of your Communications, or to terminate or change the terms and conditions on which we provide Communications. We will provide you with notice of any such termination or change as required by law.



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State Required Fraud Warnings

Fraud Statement for the states of Alaska, Delaware, Indiana, Kentucky, Minnesota, Ohio, and Oklahoma, as well as for all States not Specifically Listed: Any person who knowingly and with intent to defraud an insurer files a statement of claim containing false, incomplete or misleading information may be guilty of insurance fraud, which is a crime."

Fraud Statement for the state of Arizona: For your protection, Arizona law requires the following statement on this form: Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.

Fraud Statement for the states of Arkansas, Louisiana, New Mexico, Rhode Island, Texas and West Virginia: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Fraud Statement for the state of California: For your protection, California law requires the following to appear: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

Fraud Statement for the state of Colorado: It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.

Fraud Statement for the District of Columbia, and the states of Maine, Tennessee, Virginia and Washington: WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

Fraud Statement for the state of Florida: Any person who knowingly and with intent to injure, defraud or deceive any insurer, files a statement of claim or an application containing any false, incomplete or misleading information is guilty of a felony of the third degree.

Fraud Statement for the state of Kentucky: A person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

Fraud Statement for the state of Maryland: Any person who knowingly and willfully presents a false or fraudulent claim for payment of a loss or benefit or knowingly and willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Fraud Statement for the state of New Hampshire: A person who knowingly and with intent to injure, defraud or deceive an insurance company, files a claim containing false, incomplete or misleading information may be prosecuted under state law.

Fraud Statement for the state of New Jersey: Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

Fraud Statement for the state of Oregon: Any person who knowingly and with intent to defraud an insurer files a statement of claim containing materially false or misleading information may be guilty of insurance fraud.

Fraud Statement for the state of Pennsylvania: Any person who knowingly and with intent to defraud any insurance company or other person files any application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.



Phone: (877) 201-9373 x45750 For Claims Customer Service: For Claims Submission: **■ Fax:** (508) 853-0310 □ Email: LifeClaimsVB@trustmarkbenefits.com DISCLOSURE AUTHORIZATION **Insured's name(Patient)(**Please Print**)**: Last 4 of SSN# I AUTHORIZE any doctor, hospital, clinic, other medical facility or provider of health care, insurer or reinsurer, consumer reporting agency, insurance support organization, insurance agent, employer, financial institution, the Social Security Administration, the Internal Revenue Service, the Veterans Administration, or any other organization or person having any knowledge of me or my health to give to Trustmark Insurance Company and affiliates or its employee and agents, or any consumer reporting agency any information as to cause, treatment, diagnoses, prognoses, consultations, examinations, tests or prescriptions with respect to my physical or mental condition or information concerning me, my occupation, employment history, earnings, credit history or finances or information otherwise needed to determine policy claim benefits due me. This may include, but is not limited to, HIV Infection, any disorder of the immune system, including Acquired Immune Deficiency Syndrome (AIDS), driving records, credit reports, mental illness, or use of alcohol or drugs. I further AUTHORIZE the Social Security Administration to release information or records about me to Trustmark Insurance Company or its authorized representatives. Such release of Social Security information will be used to adjudicate my claim in accordance with my policy benefits, or to continue my eligibility for benefits. I further request that the Social Security Administration release detailed earnings for up to the last ten years and/or a summary record of total earnings and/or information from master benefit records regarding award, denial or continuing Social Security benefits. I understand that I may revoke this authorization at any time. Any such revocation is to be in writing, signed and dated by me, and must be forwarded directly to Trustmark Insurance Company. I AGREE the information obtained with this Authorization may be used by Trustmark Insurance Company and affiliates to determine policy claim benefits with respect to me. A photocopy of this Authorization is as valid as the original and I (or my authorized representative) may request a copy. I understand that I may request a copy of any credit report Trustmark receives in connection with this authorization. This Authorization will be in force for the duration of the claim or up to 12 months from the date shown, whichever time period is less. I understand that if I revoke or fail to sign this authorization or alter its content it may affect the handling of my claim, including denial of benefits under my policy. I understand that there is a possibility of redisclosure of information disclosed pursuant to this authorization and that information, once disclosed, may no longer be protected by federal rules governing privacy and confidentiality. I understand that I may request a record of redisclosure of any information. Patient Signature (or Policy Owner, if Patient is under 18): Date Signed: Patient's Date of Birth: Signed by: ☐ Policy Owner ☐ Patient

Life – WOP V08.19 A112-2512

Relationship, if other than insured: _____



Printed Name

Application for Waiver of Premium

Phone: (877) 201-9373 x45750 For Claims Customer Service: For Claims Submission: **Example 5 Fax:** (508) 853-0310 □ Email: LifeClaimsVB@trustmarkbenefits.com **Consent for Use of Electronic Communications** (EMAIL, SMS/MMS TEXT MESSAGING) To ensure the best and fastest communication, we would like to communicate with you using either email or text messaging. Please complete this section if we may communicate with you electronically, concerning your claim, benefits, policy, premium or condition. May we communicate with you electronically? ■ No ☐ Yes, by Text Messages - Please provide cell phone #: () - -☐ Yes, by Email Please provide email address: _ If you chose to communicate with us electronically, you should be aware that electronic communication is not secure unless it is encrypted. We strongly encourage you to use encrypted communication when sending sensitive and/or confidential information. By sending sensitive or confidential electronic messages that are not encrypted, you accept the risks of such lack of security and possible lack of confidentiality. If you elect to communicate from your workplace computer, you should also be aware that your employer and its agents, have access to electronic communication between you and us. I understand that by selecting text messaging, regular text messaging rates may apply for any texts I receive from Trustmark and I assume responsibility for any costs associated with these text messages. This consent shall remain in effect unless revoked by notifying Trustmark. To ensure a smooth email experience, please be sure that your computer has the most up to date version of Adobe Reader. You should add our email address to your address book contact list and add us to your email server or spam filter approved listing. If you don't see email from us in your email inbox, be sure to check your spam, clutter, junk or bulk email folder. You can choose to stop electronic communication at any time by revoking this authorization. If you no longer wish to communicate via electronic means we will correspond with you via US mail. If you require copies of any communication sent to you by email/text in paper form, please contact us. There is no cost to you to obtain copies of electronic communication in paper format. Should you prefer to submit your claims or claims information by U.S. Mail rather than email or fax, please use the following address: Trustmark Insurance P.O. Box 2906, Clinton, IA 52733 **Authorization** I can revoke or update this authorization at any time by notifying Trustmark. This authorization is valid for 24 months. I may request a copy of this authorization and a copy is as valid as the original. **Policy Owner Signature** Date

Life – WOP V08.19 A112-2512

Social Security Number



For Claims Customer Service: **Phone:** (877) 201-9373 x45750

■ Fax: (508) 853-0310 For Claims Submission: ☑ Email: LifeClaimsVB@trustmarkbenefits.com

Third Party Communication Authorization

party regarding any policy and/or claim for	build like us to discuss, to release, or to provide information to a third benefits under your policy. Note: Policy Owner and Claimant (if sure of their information to each other, if applicable.
Policy Owner Name:	
Claimant Name:	
Policy Number(s):	
Name & Relationship of Third Party Represer	ntative:
$\ \square$ All information (all policy and claim	n information)
□ Only the following information*:	
Name & Relationship of Third Party Represer	ntative:
$\scriptstyle\square$ All information (all policy and claim	n information)
Only the following information*:	
 All information (all policy and clair 	n information)
 My Employer: (Name of Agent) All information (all policy and clair Only the following information*: 	
*Restrictions may include a restriction on certain information).	types of information (such as not sharing financial, medical or health
	y and/or claim information this may include health information mune system including but not limited to HIV and AIDS, use of lition, history, or treatment.
	ay be subject to re-disclosure and might not be protected by ng the privacy of health information relative to my condition.
	in writing at any time or by email to address noted above. I atil my revocation or until I complete a new authorization. Any new norization and replace it.
Signature of Policy Owner	Signature of Claimant (If someone other than the Policy Owner)
Printed Name	Printed Name
 Date	Date

A112-2512 Life - WOP V08.19



For Claims Customer Service:	Phone: (877) 201-937	⁷ 3 x45750
For Claims Submission:	₽ Fax: (508) 853-0310	☑ Email: LifeClaimsVB@trustmarkbenefits.com
-		

Claim Submission Signature

The statements made by me on this claim are true and complete. I have read and understand the fraud notices contained in this form.

If I receive benefit payments greater than those which should have been paid, I understand that I will be requested to provide a lump sum repayment to the insurance company. The insurance company has the option to reduce or eliminate future benefit payments, to the extent allowed by law, in order to recover any overpayment balance that is not returned.

Fraud Statement for the state of New York: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation

Signature of Policy Owner:	Print Name:
Date signed:	



Phone: (877) 201-9373 x45750 For Claims Customer Service: For Claims Submission: **Employer Statement** The below portion of this statement must be completed by the Supervisor / Human Resource Contact of the employer for the patient. If the patient is self-employed, the patient must complete the following statement in full. Name of Employee: _____ Employer Name: Employer Address: Job Classification (please check): □Heavy Labor □ Moderate Labor □ Light Labor □ Sedentary/Clerical Job Duties (Please attach a job description. If no job description is available, please list job duties below): Hours worked during the week: _____ Base: \$_____ O/T: \$____ Yearly earnings: Total \$_____ Date employee last worked: ______ If terminated: Date _____ Reason Not Working (please check): □ Sickness □ Injury □ Retired □ Resigned □ Dismissed □ Laid Off ☐ Other: _____ Were job duties modified or hours reduced due to illness or injury prior to last day worked: \square Y \square N If yes, please describe:

Date Signed: _____ Fax: (____) ______Fax: (____)

Date employee returned to Regular Duties: FT: ______ P/T: ______

Date employee returned to Light Duties: FT: _____ P/T: _____

Occupation employee returned to:

Supervisor/Employer Human Resource Signature:

☐ Has not returned to work

Printed Name: _____

Life – WOP V08.19 A112-2512_ES

Title: ____



Phone: (877) 201-9373 x45750 For Claims Customer Service: **■ Fax:** (508) 853-0310 ☑ Email: LifeClaimsVB@trustmarkbenefits.com For Claims Submission: Attending Physician Statement (To be completed by Attending Physician of patient) Name of Patient: _____ Date of Birth: 1. History a. When did symptoms first appear or accident happen? b. Date patient ceased work because of disability? c. Has patient ever had same or similar condition? \square Yes \square No If Yes, state when and describe details: d. Names & addresses of other treating physicians: 2. Diagnosis (Including any complications) a. Diagnosis: b. Subjective Symptoms: _____ c. Objective findings (including current X-rays, EKG's, Laboratory Data and any clinical findings) 3. Dates of Treatment a. Date of 1st visit? b. Date of last visit? c. Frequency of visits? ☐ Weekly ☐ Monthly □ Other: _____ **Provide Nature of Treatment** (Including surgeries, if any) Will treatment substantially improve functionality and employability? ☐ Yes ☐ No **Current Medications** (Including dosage and frequency) _ Dosage ______ Frequency_____ _ Dosage ______ Frequency_____ __ Dosage ______ Frequency___ __ Dosage __ _____ Frequency__ _ Dosage ______ Frequency_____

Please continue on next page



	Phone: (877) 201- Fax: (508) 853-0310		feClaimsVB@trustm	arkbenefits.com
Attending Physician State of patient)	ement – (Conti	inued) (To be d	completed by Atter	nding Physician
Name of Patient:			Date of Birth: _	
6. Physical Impairment (Check One)				
☐ Class 1 – No limitations of function	nal capacity; capab	ole of heavy phy	sical activity. No re	estrictions. (0-10%)
□ Class 2 – Slight limitation of functional capacity; capable of light manual activity. (15-30%)				
□ Class 3 – Moderate limitation of fo (Sedentary). (35-55%) □ Class 4 – Marked limitation. (60-70		capable of clerio	cal/administrative o	activity
□ Class 5 – Severe limitations of fund	ctional capacity			
Remarks:				
 Mental / Nervous Impairment (If applicable) □ Class 1 - Patient is able to function under stress and engage in interpersonal relations. No limitations □ Class 2 - Patient is able to function in most stress situations and engage in most interpersonal relations. Slight limitations □ Class 3 - Patient is able to function in only limited stress situations and engage in only limited interpersonal relations. Moderate limitations □ Class 4 - Patient is unable to engage in stress situations or engage in interpersonal relations.				
8. Prognosis	Patient	t's Job	Any Oth	er Work
Is patient now totally disabled?	□Yes □ No		□Yes □ No	
Do you expect a fundamental or marked change in the future?	□Yes □ No		□Yes □ No	
If YES , when will patient recover sufficiently to perform duties?		□1 Mo □1-3 Mos □3-6 Mos □Never		□1 Mo □1-3 Mos □3-6 Mos □Never
If NO, please explain:		•		

Please continue on next page

Date released to work:

Life – WOP V08.19 A112-2512_APS



Phone: (877) 201-9373 x45750 For Claims Customer Service: For Claims Submission: Attending Physician Statement - (Continued) (To be completed by Attending Physician of patient) 9. Remarks Are you, the physician, related to this patient? ☐ Yes ☐ No If yes, what is the relationship? May we communicate with you via email? 🗆 Yes 🗀 No If yes, Email Address: ______ Physician's Name: (please print): _____ Specialty: Phone: (___) _____ Fax: (___) _____

* Please attach copies of all medical records relating to the claimed condition including treatment notes and test results.

_____ Date Signed: _____

** If you require your own Disclosure Authorization to release information, please provide it directly to the patient.

Physician's Signature: _____

Life – WOP V08.19 A112-2512_APS