

How To File a Claim

All claim forms can now be completed online. You can move from line to line; section to section by using your Tab key located on your keyboard. Handwritten claim forms are still acceptable. The same instructions should be followed regardless of how you complete the form.

Troop Leader's or Other Activity Representative's Procedures:

1. Complete, including original signature, each section of the claim form to the best of your ability. Be sure to provide all the information required to expedite processing and to avoid delay.*
2. Submit an itemized bill complete with diagnosis, date(s) and procedure code(s).
3. Retain one copy of the completed claim form for your records.
4. Send the original and one copy to the Council for validation along with any available bills for covered expenses which have been incurred. **Claims will not be processed without Council signature.**

*** NOTE: The address section on the claim form must be the Claimant's Home Address, not the Council or Resident Camp address or the address where the covered event was held.**

Council Procedures:

1. The Council receives the completed Claim Form and reviews for: membership status or purchase of Optional Insurance, eligibility, presence of a bill and that the activity information provided is sufficient to confirm the claim is for a Girl Scout related accident or illness.
5. The Activity Information section shown on the Claim Form must be completed. When marking this section, exercise good judgment (i.e. *while at camp a girl falls over a log while walking across the beach*; the Aquatic section should not be marked as she was not in or on the water. The appropriate section is Slips/Falls and Other [carpet, log, stairs, etc.]).
6. Council Official must sign the form.
7. Councils should not sign blank forms and release them to Troop Leaders. **Remember, United of Omaha relies on the Council to verify that the claim is for a Girl Scout related accident or illness.**
8. Retain one copy of the claim form for Council records. Send the original (with any bills) to:

United of Omaha Life Insurance Company
Special Risk Services
P.O. Box 31156
Omaha, NE 68131

Questions on insurance claims should be referred to the P.O. Box number above or call:

1-800-524-2324