



PHILADELPHIA
AMERICAN
LIFE INSURANCE COMPANY

Claims Filing Instructions-Accident Policy

Following these instructions will avoid unnecessary delays in claim processing

Please provide the following:

- *Complete the attached Supplement Health Claim Form and Authorization and submit with your claim. If the accident was related to a motor vehicle accident we need a copy of the MVA Report.*
- *In some cases we may require a more detailed statement about the circumstances of the accident. If so, we will notify you.*
- *An itemized statement showing the full name, address and Tax ID number of the provider of service. This itemized statement should include the patient's name, date of service and amount charged for each service*
- *The diagnosis (ICD) code for each date of service and the procedure (CPT or HCPCS) code for each service rendered*

If you have any questions please call our Customer Service Department at 800-552-7879 extension 1331.

Completed Claim Forms and claims can be mailed or faxed to our offices.

Philadelphia American Life Insurance Company

Attention: Claim Department

PO Box 4884

Houston, TX 77210-4884

Fax: 281-368-7382

Email: claimsdepartment@neweralife.com

***Claims must be filed within 90 days from the date of expense**

***Policy allows treatment for accident within 45 days of the date of injury**

***Plans pays up to maximum benefits allowed as stated in the schedule of benefits**

***After maximum benefit exhausted policy no longer pays out for said injury**

***Re-injury not a covered benefit on this policy**

***Please allow at least 24 hours before calling back to see if submitted documentation has been received**