



Transamerica Life Insurance Company
Transamerica Premier Life Insurance Company
P.O. Box 869097 Plano, TX 75086-9097
Claims fax: 866-224-6547
Claims email: TEBclaimsscanning@transamerica.com
Claims customer service: 800-251-7254

ACCIDENT CLAIM PACKAGE

Instructions for Submitting a Claim

Claims Customer Service: 800-251-7254 (7:00 a.m. – 6:00 p.m. Monday-Thursday. and 7:00 a.m. – 5:00 p.m. Friday)

This claim package has five parts: Claimant's Statement, Attending Physician's Statement, Employer/Business Entity Statement, Required Fraud Warning Statements and Authorization for the Release of Health Information. We understand your need for a timely evaluation of your claim. When completing each part, keep in mind you can limit the potential of a delay by providing complete and accurate information.

- Answer every question completely; if more space is needed, attach additional pages. Complete answers will help us take prompt action on your claim.
- For group insurance policies, the employer/business entity must complete the Employer's/Business Entity's Statement and provide a photocopy of the insured's enrollment form and/or application. Also, we must have proof of current premium payment.
- Sign and date the required fraud warning statement and return.
- The insured must sign and date the Authorization for the Release of Health Information. If the insured is a minor (usually under age 18) in the state in which this claim is being paid, you must sign on the minor's behalf. We need this authorization to obtain additional claim information and provide prompt claim service.
- When you ask the doctor to complete the Attending Physician's Statement, please verify that the questions are answered and that it is signed and dated. If filing for accident medical-expense benefits, an Attending Physician's Statement is not required.
- If emergency medical treatment was received, attach the statement which shows the diagnosis and actual charges/expenses incurred.
- If the accident/injury resulted from a motor vehicle accident, please provide a copy of the police report.
- To avoid delays in processing, please submit all medical statements related to this claim. Except as noted below*, all statements you submit must include a diagnosis and services rendered.
- If the claim is for Disability rider benefits and the accident or injury happened at work, please submit a copy of the First Report of Injury.

**For Wellness Screening Benefit, you only need to submit bills/statements/medical records from the physician or hospital showing date and procedure performed. No additional documents are necessary. Please note that you can also call our office or submit the necessary documentation for your wellness benefit online at www.tebcs.com.*

****Accident Claims can now be submitted online by creating a secure account at www.tebcs.com. If you submit your accident claim online, you may also monitor the status of your claim online.**

****Disability Claims can now be submitted online at www.tebcs.com. If your disability claim is submitted online, you may also monitor the status of your claim online.**



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How to submit a claim on-line:

- Step 1 – Go to www.tebcs.com
- Step 2 – To create a new user account, click on **New User Registration**; or for existing accounts, go to step 7
- Step 3 – Enter identity information
- Step 4 – Enter your communication preferences
- Step 5 – Verify your information
- Step 6 – A secure email will be sent to the address you provided; Click the link in the e-mail to complete your registration
- Step 7 – Login with username and password that you previously set up; complete new-user registration if necessary
- Step 8 – Click **view details** for disability policy
- Step 9 – Under **claims** link select **submit accident claim**
- Step 10 – Press next step and complete information pertaining to yourself and your accident benefits claim
- Step 11 – Select how you want to submit supporting documentation (fax, online, or mail)
- Step 12 – Read and check each box for both the fraud statement and authorization of release, certifying that you acknowledge the receipt of the each form
- Step 13 – Review and submit

*****Claims submission does not guarantee payment of benefits*****



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Accident Claim Package

By furnishing this form, the Company does not confirm there is insurance in force and does not waive any of its rights or defenses.

CLAIMANT'S STATEMENT

1. Insured's Full Name		2. Date of Birth	3. Policy or Certificate Number	4. Social Security Number
5a. Mailing Address (include city, state and zip code)			Is this a change of address? <input type="checkbox"/> Yes <input type="checkbox"/> No	
5b. Street Address (include city, state and zip code)			6. Phone Number	
8. Employer		9. Occupation		10. Work Phone Number
11. Patient's Full Name		12. Date of Birth		13. Relationship to Insured

If additional space is needed for any question, please use an additional sheet of paper and attach to this form.

1. What was the date of the accident?		2. Where did the accident/injury occur? <input type="checkbox"/> Work <input type="checkbox"/> Home <input type="checkbox"/> Other If other, please provide the address. Work-related accident? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please submit a copy of the First Report of Injury. Motor Vehicle Accident? (if yes, please provide a police report) <input type="checkbox"/> Yes <input type="checkbox"/> No		
3. Please specify what injury(ies) was/were sustained			4. Date first treated/diagnosed	
5. Name and address of physician (List all physicians consulted, you may use additional sheets of paper if needed) If you had surgery, please give the name and address of the surgeon				
6. Were you confined to a hospital for this condition? <input type="checkbox"/> Yes <input type="checkbox"/> No Admission date: _____ Discharge Date: _____			7. Please give name and address of the hospital where you were confined.	
8. Were you confined in an Intensive Care Unit during this hospital stay? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, for how many days?			9. Have you previously had this same or similar condition? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, when?	
10. If you were unable to work due to this condition, please give dates. From _____ To _____			11. If you were restricted to light duty due to this condition, please give dates. From _____ To _____	
12. When do you expect to resume your usual duties?				
13. Please give the name and address of the physician and/or hospital that treated you for this previous condition.				
14. Do you have Medicaid? <input type="checkbox"/> Yes <input type="checkbox"/> No				

I hereby certify that all information submitted in connection with this claim is true and correct to the best of my knowledge and belief, and I agree that all information and materials subsequently submitted by me or on my behalf for this or any subsequent claim will be true and correct.

Claimant's Signature: _____ Date: _____



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Employer's/Business Entity's Statement				
1. Company Name:		2. Phone Number:		
3. Street Address:		4. City:	5. State:	
6. Zip Code:		7. Name of Employee/Insured Person:		
8. Social Security Number:		9. IMPORTANT: date Employee/insured person was last actively at work:		
10. Employee's/Insured Person's job title/major job duties or (Please attach a copy of job description):				
11. Did disability occur on the job? <input type="checkbox"/> Yes <input type="checkbox"/> No				
12. Date employee/insured person returned to work: _____ <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Light Duty		13. If "Part Time", due to partial disability, provide earnings: Amount: _____ From/To Dates: _____		
14. Employee/Insured Person's status of employment after first day absent: <input type="checkbox"/> Active <input type="checkbox"/> Leave of Absence <input type="checkbox"/> Laid Off <input type="checkbox"/> Retired <input type="checkbox"/> Terminated Other: _____				
15. Employee/Insured Person's current status of employment: <input type="checkbox"/> Active <input type="checkbox"/> Leave of Absence <input type="checkbox"/> Laid Off <input type="checkbox"/> Retired <input type="checkbox"/> Terminated Effective: _____				
The above statements are true and complete to the best of my knowledge and belief.				
Employer's/Business Entity's Authorized Representative				
Name (please print) _____		Title _____	Phone # _____	
Signature _____		Date _____		



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Attending Physician's Statement		
Patient Name: _____	Date of Birth: _____	Social Security Number: _____
Normal Pregnancy		
a) Expected Delivery Date: _____ Date first unable to work: _____	b) Actual Delivery Date: _____ Date Hospitalized: _____	c) Delivery Type: <input type="checkbox"/> Vaginal <input type="checkbox"/> C-Section
All Other Conditions		
1. Primary ICD-10: _____ - _____ Diagnosis: _____ Secondary ICD-10: _____ - _____ Diagnosis: _____ Other ICD-10: _____ - _____ Diagnosis: _____		
2. Is condition due to injury or sickness arising out of patient's employment? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	3. Date symptoms first appeared or accident happened: _____	
4. Has patient ever had same or similar condition? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", when and describe: _____	5. Is patient still under your care for this condition? <input type="checkbox"/> Yes <input type="checkbox"/> No Final date of treatment: _____	
6. Initial date of treatment: _____ Most recent date of treatment: _____		
7. Frequency of follow-up: <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other: _____		
8. Dates of services since disability commenced: _____ _____ _____	9. Was patient hospitalized? <input type="checkbox"/> Yes <input type="checkbox"/> No Name of Hospital: _____ Address: _____ City: _____ State: _____ Zip: _____ Admitted: _____ Discharged: _____	
10. Was surgery performed? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", CPT 4 code(s): _____ Date surgery performed: _____		
11. Was the patient referred to you? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", give the referring physician's name and address. Physician's Name: _____ Phone Number: _____ Address: _____ City: _____ State: _____ Zip: _____		
12. Did you advise patient to cease work? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", From: _____ To: _____		
13. When is the patient expected or estimated to return to work? Date of return: _____ <input type="checkbox"/> To regular occupation: <input type="checkbox"/> Full Time <input type="checkbox"/> Part time <input type="checkbox"/> Light duty <input type="checkbox"/> To any other occupation: <input type="checkbox"/> Full Time <input type="checkbox"/> Part time <input type="checkbox"/> Light duty Please describe the patient's prognosis and work/activity restrictions. _____ _____		
The above statements are true and complete to the best of my knowledge and belief.		
Physician's Name (please print) _____ Degree: _____		
Address: _____ City: _____ State: _____ Zip: _____		
Phone Number: _____ Fax Number: _____ Tax ID Number: _____		
Signature: _____ Date: _____		

REQUIRED FRAUD WARNING STATEMENTS

Claimants are required to acknowledge receipt of fraud warnings. Please refer to the fraud warning statement for your state as indicated below. Sign, date, and return with claim documents.

<p>FOR RESIDENTS OF ALASKA: 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.</p>	<p>FOR RESIDENTS OF NEW HAMPSHIRE: Any person who, with a purpose to injure, defraud or deceive any insurance company, files a statement of claim containing any false, incomplete or misleading information is subject to prosecution and punishment for insurance fraud, as provided by RSA 638:20.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS OF ARIZONA: For your protection, Arizona law requires the following statement to appear 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.</p>	<p>FOR RESIDENTS 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 be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS OF CALIFORNIA: For your protection California law requires the following to appear on this form. 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.</p>	<p>FOR RESIDENTS 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.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS 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 the insurance proceeds shall be reported to the Colorado Division of Insurance within the department of regulatory agencies.</p>	<p>FOR RESIDENTS OF OHIO: Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS OF DELAWARE, IDAHO, INDIANA or OKLAHOMA: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, files a statement of claim containing any false, incomplete or misleading information is guilty of a felony.</p>	<p>FOR RESIDENTS OF OREGON: Any person who knowingly and with intent to defraud an insurance company files an application for insurance or statement of claim containing any materially false information may be guilty of insurance fraud. To deny a claim on the basis of misstatements, misrepresentations, omissions or concealments, the mis-information must be material to the content of the policy, the insurer relied upon the mis-information and the information was either material to the risk assumed by the insurer or provided fraudulently. Misstatements, misrepresentations, omissions or concealments are not fraudulent unless they are made with the intent to knowingly defraud.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS OF DISTRICT OF COLUMBIA or LOUISIANA: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.</p>	<p>FOR RESIDENTS OF PENNSYLVANIA: 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 subjects such a person to criminal and civil penalties.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS 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.</p>	<p>FOR RESIDENTS OF PUERTO RICO: Any person who knowingly and with the intention of defrauding presents false information in an insurance application, or presents, helps, or causes the presentation of a fraudulent claim for the payment of a loss or any other benefit, or presents more than one claim for the same damage or loss, shall incur a felony and, upon conviction, shall be sanctioned for each violation with the penalty of a fine of not less than \$5,000 and not more than \$10,000, or a fixed term of imprisonment for 3 years, or both penalties. Should aggravating circumstances are present, the penalty thus established may be increased to a maximum of 5 years, if extenuating circumstances are present, it may be reduced to a minimum of 2 years.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS OF MARYLAND, RHODE ISLAND, TEXAS or WEST VIRGINIA: Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.</p>	<p>FOR RESIDENTS OF VIRGINIA: Any person who, with the intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement may have violated the state law.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>
<p>FOR RESIDENTS OF MINNESOTA: A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.</p>	<p>FOR RESIDENTS OF ALL OTHER STATES AND TERRITORIES: Any person who knowingly, and with intent to injure, defraud or deceive 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 subjects such person to criminal and civil penalties.</p>
<p>_____ Claimant's signature</p> <p>_____ Date</p>	<p>_____ Claimant's signature</p> <p>_____ Date</p>



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AUTHORIZATION FOR THE RELEASE OF HEALTH INFORMATION

I hereby authorize the use or disclosure of health information about the Insured as described below and revoke any previous restrictions concerning access to such information:

- Person(s) or group(s) of persons authorized to use and/or disclose the information:** Any physician, medical practitioner, hospital, clinic, pharmacy, long-term care facility, nursing home, assisted living facility, home health care entity, medical or medically-related facility, laboratory, and insurance company (including the Company selected above), or other organization, institution or person having records or knowledge of the Insured's health.
- Person(s) or group(s) of persons authorized to collect or otherwise receive and use the information:** the Company noted above, its affiliates, its reinsurers, their agents or other representatives, and business associates.
- Description of the information that may be used or disclosed:** This authorization relates to the release of any medical records necessary to evaluate and determine the Insured's eligibility for benefits, including, but not limited to, those containing diagnoses, treatments, prescription drug information, alcohol or drug abuse information, or information regarding AIDS. **Exception: psychotherapy notes require a separate signed authorization.**
- The information will be used or disclosed only for the following purpose(s):** The requested information will be used for any claim processing purposes, including but not limited to determining the Insured's benefit eligibility and making benefit determinations.

STATEMENTS OF UNDERSTANDING & ACKNOWLEDGMENT:

- I understand that the Insured's eligibility for benefits may be affected if I refuse to sign this form. In that case, the Company may not be able to determine if the Insured qualifies for benefits.
- I understand that the Insured has a right to receive the HIPAA Notice of Health Information Privacy Practices that explains the Company's privacy practices (not applicable to life, accident or disability insurance policies).
- I understand that if the organization authorized to receive the information is not a health plan or health care provider, the released information may no longer be protected by federal privacy regulations.
- I understand that I may revoke this authorization in writing at any time, except to the extent that action has already been taken in reliance on it, or to the extent that other law provides the Company with the right to contest a claim under the policy or the policy itself, by sending a written revocation to the Company's Privacy Official at the address at the top of this form. I also understand that the revocation of this authorization will not affect uses and disclosures of my health information for purposes of treatment, payment or health care operations.
- This authorization shall be valid for as long as claims continue under the policy, and I understand I am entitled to a signed copy.
- A copy of this authorization will be considered as valid as the original.
- I acknowledge that I have received a copy of this authorization.

Patient/Insured's Name/Signature _____ Date _____

Patient/Insured's SSN _____ Patient/Insured's Date of Birth _____ Patient/Insured's Phone No. _____

Patient/Insured's Address _____

Personal Representative's (if any) Name/Signature: _____ Personal Representative's Phone No. _____

Personal Representative's (if any) Address _____

Description of Personal Representative's Authority or Relationship to Patient/Insured _____

Policy or Contract Number _____

Claimants should retain a copy of this signed document for their records