

**BOSTON MUTUAL LIFE INSURANCE COMPANY**

HOME OFFICE: 120 Royall Street • Canton, MA 02021  
TEL (877) 212-2950 FAX 781-770-0492



FAMILY MATTERS. NO MATTER WHAT.®

**CRITICAL ILLNESS AND HEALTH SCREENING BENEFIT CLAIM KIT**

**INSTRUCTIONS FOR FILING A CRITICAL ILLNESS CLAIM**

1. Please complete Section 1 - Claimant's Statement.
2. Please complete Section 2 - Critical Illness Information. *(If additional space is needed to include all names of doctors or hospitals, please attach a separate piece of paper)*
3. Please read and sign the appropriate HIPAA compliant authorization. This is located on our website at [www.bostonmutual.com](http://www.bostonmutual.com). *(The authorization will help us obtain any additional medical information needed to complete the processing of your claim. By not completing the authorization, this could delay the processing of your claim.)*
4. Please have your attending physician complete Section 4, Attending Physician's Statement.
5. If you wish to receive your proceeds via direct deposit to your banking account, please be sure to complete the enclosed EFT Authorization form and include it with your other claim paperwork when you send it in.

**INSTRUCTIONS FOR FILING A HEALTH SCREENING CLAIM**

1. Please complete Section 3 - Health Screening Claim form.
2. Attach medical documentation which indicates the type of test performed and the date the test was performed.

**If you should need assistance in the completion of the claim form please call 877-212-2950**  
**Mail forms to: Boston Mutual Life Insurance Company – 120 Royall Street • Canton, MA 02021**  
**Or send forms via secure email to: [claimsdept@bostonmutual.com](mailto:claimsdept@bostonmutual.com)**  
**Or fax forms to: 781-770-0492**

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**SECTION 1 – CLAIMANT’S STATEMENT (Please Print)**

Insured Name (Last, First)		Social Security #	Date of Birth (mo-day-yr)	Certificate #
Address (City, State, Zip)			Phone Number	
Patient’s Name	Relationship to Insured	Patient’s Date of Birth (mo-day-yr)	Patient’s Date of Death (if applicable)	

**SECTION 2 – CRITICAL ILLNESS INFORMATION**

**What is the specific Critical Illness: (Please check appropriate box)**

**Please note: Not all illnesses listed below are eligible for coverage. Please refer to your policy for a list of covered illnesses.**

- |  |   |
|--|---|
| <input type="checkbox"/> Cancer/Carcinoma In Situ/Skin Cancer  | <input type="checkbox"/> Paralysis                    |
| <input type="checkbox"/> Myocardial Infarction (Heart Attack)  | <input type="checkbox"/> Severe Burns                 |
| <input type="checkbox"/> Coronary Artery Bypass Surgery/Angioplasty/Stent                                | <input type="checkbox"/> Coma                         |
| <input type="checkbox"/> Alzheimer’s Disease   | <input type="checkbox"/> Stroke                       |
| <input type="checkbox"/> Cerebral Palsy/Cleft Lip or Palate/Down Syndrome/Cystic Fibrosis/Spina Bifida   | <input type="checkbox"/> Loss of Sight/Speech/Hearing |
| <input type="checkbox"/> Amyotrophic Lateral Sclerosis (ALS)   | <input type="checkbox"/> Occupational HIV             |
| <input type="checkbox"/> Renal Failure (Kidney Failure)  | <input type="checkbox"/> Benign Brain Tumor           |
| <input type="checkbox"/> Major Organ Transplant (Covered Organs: heart, lung, liver, kidney or pancreas) |   |

Date critical illness diagnosed \_\_\_\_\_ Have you ever had the same or similar condition? YES  NO   
If Yes, please explain \_\_\_\_\_

On what date did you first consult a medical practitioner in connection with your critical illness? \_\_\_\_\_

**Please indicate the name and address of the Physician seen:**

Name and Specialty: \_\_\_\_\_

Street Address: (City, State, Zip) \_\_\_\_\_

**Please provide the name and address of the Primary Care Physician:**

Name: \_\_\_\_\_

Street Address: (City, State, Zip) \_\_\_\_\_

**If the Critical Illness required hospitalization, provide the name and address of the treating facility and dates of confinement:**

Name of Facility: \_\_\_\_\_ Date Hospitalized from: \_\_\_\_\_ to \_\_\_\_\_

Street Address: (City, State, Zip) \_\_\_\_\_

**Please provide details of any other doctors or specialists who have been consulted in connection with this critical illness:**

<u>Name</u>	<u>Address</u>	<u>Dates Seen</u>
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\_\_\_\_\_

**If policy has been in force less than 2 years, please provide the names and address of all physician’s, not mentioned above, that have been consulted in the past 5 years:**

<u>Name</u>	<u>Address</u>	<u>Dates Seen</u>
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\_\_\_\_\_

**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 person to criminal and civil penalties. By signing below, you agree under penalties of perjury that the information in this statement is complete and true to the best of your knowledge.**

**Please refer to the “Fraud Warning Notices” insert for your state.**

X \_\_\_\_\_  
Signature of Claimant Printed Signature Date

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**SECTION 3 – HEALTH SCREENING/GENETIC TESTING BENEFIT CLAIM KIT**

**INSTRUCTIONS FOR FILING A HEALTH SCREENING/GENETIC TESTING CLAIM**

1. Please complete Claimant's Statement.
2. Please complete Health Screening/Genetic Testing Information.
3. Please review, sign and date the form.
4. Attach medical documentation which indicates the type of test performed and the date the test was performed.
5. If you wish to receive your proceeds via direct deposit to your banking account, please be sure to complete the enclosed EFT Authorization form and include it with your other claim paperwork when you send it in.

**CLAIMANT'S STATEMENT (Please Print)**

Insured Name (Last, First)	Claimant's (Patient) Name	Certificate #
Address (City, State, Zip)		
Telephone Number	Claimant's Date of Birth (mo-day-yr)	Insured's Social Security #

**HEALTH SCREENING/GENETIC TESTING INFORMATION**

**DATE TEST PERFORMED** \_\_\_\_\_

**WHICH HEALTH SCREENING TEST DID YOU HAVE PERFORMED?**

- |  |   |
|--|---|
| <input type="checkbox"/> Stress Test on a Bicycle or Treadmill   | <input type="checkbox"/> Thermography   |
| <input type="checkbox"/> Lipid Panel (Total Cholesterol Count)   | <input type="checkbox"/> Bone Marrow Testing  |
| <input type="checkbox"/> CA 15-3 (Blood Test for Breast Cancer)  | <input type="checkbox"/> Mammography/Breast Ultrasound                                |
| <input type="checkbox"/> Serum Protein Electrophoresis (myeloma) | <input type="checkbox"/> Blood Test for Triglycerides                                 |
| <input type="checkbox"/> CEA (Blood Test for Colon Cancer)       | <input type="checkbox"/> Flexible Sigmoidoscopy                                       |
| <input type="checkbox"/> PSA (Blood Test for Prostate Cancer)    | <input type="checkbox"/> Pap Smear (including ThinPrep Pap Test)                      |
| <input type="checkbox"/> Fasting Blood Glucose Test              | <input type="checkbox"/> Biopsy for Skin Cancer                                       |
| <input type="checkbox"/> Electrocardiogram (EKG)                 | <input type="checkbox"/> Oral Cancer Screening using Vizilite OraTest or similar test |
| <input type="checkbox"/> CA 125 (Blood Test for Ovarian Cancer)  | <input type="checkbox"/> Chest X-Ray  |
| <input type="checkbox"/> Hemocult Stool Analysis                 | <input type="checkbox"/> Colonoscopy  |
| <input type="checkbox"/> GENETIC SCREENING TEST                  |   |

**Please note: Not all tests listed above are eligible for coverage. Please refer to your Policy for a list of covered tests.**

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Please refer to the "Fraud Warning Notices" insert for your state.

X \_\_\_\_\_  
 Signature of Claimant Printed Name Date

**If you should need assistance in the completion of this claim form**

**Please call (877) 212-2950**

**\*\*\* SEND COMPLETED CLAIM FORM TO ABOVE ADDRESS OR FAX TO (781) 770-0492 \*\*\***

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**SECTION 4 – ATTENDING PHYSICIAN’S STATEMENT**

**• MYOCARDIAL INFARCTION (HEART ATTACK) •**

Patient’s Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Certificate #: \_\_\_\_\_

**COVERED CONDITIONS ARE LIMITED TO THE FOLLOWING**

**“MYOCARDIAL INFARCTION”** means the death of a portion of the heart muscle (*myocardium*) resulting from a blockage of one or more coronary arteries. Heart Attack does not include any other disease or injury involving the cardiovascular system. Cardiac Arrest not caused by a Myocardial Infarction is not a Heart Attack. The diagnosis must include all the following criteria:

1. New and serial Electrocardiographic (EKG) findings consistent with Myocardial Infarction; and
2. Elevation of cardiac enzymes above generally accepted laboratory levels of normal, in case of creatine phosphokinase (CPK), a CPK-MB measurement must be used;
3. Confirmatory imaging studies such as thallium scans, MUGA scans, or stress echocardiograms;
4. Chest pain.

**PLEASE NOTE:** Policy/certificate language and definitions may vary based on state and policy form variations. The actual policy/certificate language and definitions will control.

1. Were the patient’s EKG findings consistent with myocardial infarction? YES  NO   
*(If yes, please attach a copy of the EKG report)*
2. Were the patient’s cardiac enzymes elevated above generally accepted laboratory levels of normal for creatine phosphokinase (CKP), A CPK-MB measurement must be used? YES  NO   
*(If yes, please attach a copy of the laboratory report)*
3. Did diagnostic studies confirm a myocardial infarction and the occlusion of one or more coronary arteries? YES  NO   
*(If yes, please attach copies of all applicable reports that support the diagnosis)*
4. Did the patient have chest pain consistent with myocardial infarction? YES  NO
5. When was the patient first treated for signs or symptoms of this condition? \_\_\_\_\_
6. Was the patient confined on an inpatient basis in a hospital for more than 30 days? YES  NO
7. Were there any conditions which caused or contributed to the patient’s myocardial infarction? YES  NO   
If yes, please explain: \_\_\_\_\_
8. Please provide the names and addresses of other physicians who attended this patient for this or any other related condition.

Name	Address
_____	_____
_____	_____
_____	_____

**ATTENDING PHYSICIAN’S SIGNATURE**

*I hereby certify that the above described information is based upon reasonable medical probability, and is true and correct to the best of my knowledge and belief.*

Name \_\_\_\_\_ Specialty \_\_\_\_\_ Telephone # \_\_\_\_\_  
*(Attending Physician) Please Print*

Address \_\_\_\_\_  
*(City, State, Zip Code)*

Signature \_\_\_\_\_ Date \_\_\_\_\_ Fax # \_\_\_\_\_



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## AUTHORIZATION AGREEMENT FOR DIRECT DEPOSIT

Name: \_\_\_\_\_ Policy No: \_\_\_\_\_

Complete the information below to authorize Boston Mutual Life Insurance Company ("Boston Mutual") to directly deposit your benefits into the bank account referenced below via Automated Clearing House (ACH)/Electronic Funds Transfer (EFT). A voided check or signed specification (*spec*) sheet/letter of instruction from the bank must be submitted with this form. Deposit slips and starter checks will not be accepted.

Bank Account Type: (*select one*)     Checking Account     Savings Account

Full Legal Name on Bank Account: \_\_\_\_\_

Name of Bank/Financial Institution: \_\_\_\_\_

Bank routing/ABA Transit # (*9 digits*): \_\_\_\_\_

Account #: \_\_\_\_\_

This authority is to remain in full force and effect until Boston Mutual has received written notification from me of its termination in such time and in such manner as to afford Boston Mutual and the Bank/Financial Institution a reasonable opportunity to act on it.

### **Disclosures**

- Boston Mutual shall incur no liability as a result of a deposit being dishonored by your bank.
- If Boston Mutual cannot make a deposit into the designated bank account via ACH/EFT for any reason, we reserve the right to mail a check to the claimant/beneficiary at the address of record.
- ACH/EFT is only available for U.S.-based banks or participating credit unions.
- It may take up to 2-3 business days from the date the disbursement is processed for your bank to reflect the deposit.

I authorize Boston Mutual to deposit funds into the designated bank account through an ACH/EFT. I agree that if there is an overpayment on my claim, I will promptly refund the full amount of any such overpayment by check.

Date: \_\_\_\_\_ Signature of Claimant/Beneficiary: \_\_\_\_\_

Claim Services | [ClaimsDept@bostonmutual.com](mailto:ClaimsDept@bostonmutual.com)

# NOTICE OF INFORMATION PRIVACY PRACTICES



**Boston Mutual Life Insurance Company**  
(Herein referred to as "we", "us", "our")

FAMILY MATTERS. NO MATTER WHAT®

## **PROTECTING YOUR INFORMATION**

To protect your nonpublic personal information, we maintain: physical, electronic and procedural safeguards.

## **COLLECTING INFORMATION**

We collect information about you in order to conduct business. Such uses are: to process requests for insurance products, to provide customer service, to process claims, to fulfill legal and regulatory requirements and for other lawful purposes. We collect this information from you, as well as from other sources. We restrict access to your information to those working on our behalf who have a need to know it in order for us to provide products and services to you. We require them to secure the information and keep it confidential.

- ▶ ***Information we collect may include all the information you share with us including, for example, your:***
  - name
  - address
  - telephone number
  - date of birth
  - social security or tax identification number
  - employer name and income
  - beneficiary data
  - financial account numbers
  - medical information
  - and other information you share with us
- ▶ ***We may also collect data we receive from other sources, as allowed by law, which may include:***
  - medical information
  - consumer report information in accordance with the Fair Credit Reporting Act
  - participant information from organizations that purchase products or services from us for the benefit of their members or employees, such as group insurance
  - information to assist us in complying with state and federal laws

## **SHARING INFORMATION**

We do not share information about our customers or former customers with anyone, except as permitted or required by law.

- ▶ ***We may share your information with third parties without your authorization as permitted by law. Such information is used on our behalf by these third parties to:***
  - process or service your insurance transactions with us
  - perform underwriting, administrative, account maintenance and claims functions
  - provide customer service or reinsurance coverage
  - prevent fraud
  - perform other business functions on our behalf
- ▶ ***We may also share your information with:***
  - a consumer reporting agency in accordance with the Fair Credit Reporting Act
  - a third party to comply with federal, state or local laws, subpoenas, or summonses
  - regulators
  - or as otherwise permitted or required by law.

Third parties receiving information from us are required to: keep it confidential and to comply with all applicable federal and state privacy laws.

## **ACCESS TO YOUR INFORMATION WE HAVE IN OUR RECORDS**

You have the right to request access to all the information we have on you. You must make your request in writing at the address below.

## **AMENDMENTS TO YOUR INFORMATION**

You have the right to request an amendment, correction or deletion of information which we hold about you which you believe may be inaccurate. We are not obligated to make updates to your data based on your request. You must make the request in writing and state the reasons you are requesting the change. Write us at the address below.

If you have questions about this notice or would like more information about our privacy policies, please write us at:

**Boston Mutual Life Insurance Company**  
Attention: Privacy Office  
120 Royall Street • Canton, MA 02021

**FRAUD WARNING NOTICES – For Use with Claim Forms**  
**PLEASE READ THE FRAUD WARNING NOTICE FOR YOUR STATE**

**ALABAMA:** 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 restitution, fines, or confinement in prison, or any combination thereof.

**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.

**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.

**ARKANSAS:** 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.

**CALIFORNIA:** For your protection California law requires the following to appear on this form: Any person who knowingly presents false or fraudulent information to obtain or amend insurance coverage or to make a claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

**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.

**DELAWARE:** 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.

**DISTRICT OF COLUMBIA: 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.

**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.

**IDAHO:** Any person who knowingly, and with intent to defraud or deceive any insurance company, files a statement of claim containing any false, incomplete, or misleading information is guilty of a felony.

**INDIANA:** A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.

**KENTUCKY:** Any 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.

**LOUISIANA:** 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.

**MAINE:** It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines or a denial of insurance benefits.

**MARYLAND:** 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.

**MINNESOTA:** A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.

**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 in NH Rev. Stat. Ann. §638:20.

*see other side*

**FRAUD WARNING NOTICES – For Use with Claim Forms (cont.)**  
**PLEASE READ THE FRAUD WARNING NOTICE FOR YOUR STATE**

**NEW JERSEY:** Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

**NEW MEXICO:** 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 CIVIL FINES AND CRIMINAL PENALTIES.

**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.

**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.

**OKLAHOMA: WARNING:** Any person who knowingly, and with intent to injure, defraud or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete or misleading information is guilty of a felony.

**OREGON:** 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 may be guilty of insurance fraud.

**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 person to criminal and civil penalties.

**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 five thousand dollars (\$5,000) and not more than ten thousand dollars (\$10,000), or a fixed term of imprisonment for three (3) years, or both penalties. Should aggravating circumstances are present, the penalty thus established may be increased to a maximum of five (5) years, if extenuating circumstances are present, it may be reduced to a minimum of two (2) years.

**RHODE ISLAND:** 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.

**TENNESSEE:** It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

**TEXAS:** 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.

**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.

**WASHINGTON:** It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

**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.

**ALL OTHER STATES:** 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 person to criminal and civil penalties.