



Claims Connection

The claims newsletter that gives you the 411

June 2018

Dear Client,

This year, we will be giving special attention to improving our time service to our clients submitting Critical Illness and Accelerated Living Benefit Claims.

Most of Optimum Re's treaties require the ceding company to obtain our non-binding opinion prior to the admission of liability or denial of the benefit. As the terms can vary significantly from one treaty to another, we invite your claims team to become familiar with the Claims Article of the treaty between your company and Optimum Re.

QUICK LIST *

Usual elements required for our review of a Critical Illness or ALBR claim:

- Critical Illness Claim Notice Form – we can provide one to your company if needed
- Claim Documents – Claimant's Statement, Attending Physician Statement, etc.
- Medical Records – providing proof of the claimed diagnosis and past medical history information
- Your Company's Opinion of the Claim – this can be submitted via email or on the Comments section of the Claim Notice Form

**This is not an exhaustive list. Other items may be required.*

Our standard is to provide our opinion to your company within 10 business days after we have received the required elements referenced in the Quick List above for our review of the claim.

You can send us your claims: by email, to Claims.Mailbox@optimumre.com; by fax, to 214-528-2777; or by uploading your files to our secure website. If you need more information about the secure website please contact us.

We appreciate your partnership and look forward to working with you!

Warmest regards,
The Optimum Re Claims Team

Our Team is always ready to assist you. Don't hesitate to reach out to us:

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|-----------------------------|--------------------|--------------|
| ➤ Monica Clink | AVP Claims | 972-813-0945 |
| ➤ Michell McAllister | Claims Analyst III | 972-813-0948 |
| ➤ Cynthia Redic | Claims Analyst I | 972-813-0946 |
| ➤ Natalia Burgos | Claims Analyst I | 972-813-0606 |

Building Successful Partnerships since 1987

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