







After a firefighter is diagnosed with a covered cancer*, the firefighter must file a claim to be considered for benefits under the program. Following is a high-level flow of the steps to file a claim.

Firefighter Flow

HR/Employer Flow

STEP 1: Firefighter obtains Critical Illness Claim Form for Firefighters.

PREFERRED

Claim Form for Firefighters is available on the program website: http://www.gfcpinsurance.com/forms.php

ALTERNATIVE

The firefighter can obtain a claim form from The Hartford by calling 1-888-716-4548.

Please have the policy name and policy

number available when calling: **Policy Name:** The GA Firefighter Program Policy Number: County (ACCG) - 681160 City (GMA) - 681159

STEP 2: Firefighter asks HR contact to complete the Critical Illness Claim Form for Employers.

In addition to requesting completion of the Claim Form for Employers, the firefighter may engage their HR contact for assistance to complete the Claim Form for Firefighters.

The Claim Form for Employers is obtained by the HR contact/employer from the program website:

http://www.gfcpinsurance.com/forms.php

STEP 3: Firefighter completes the firefighter claim form and gathers supporting documentation. HR completes the employer claim form.

Complete Critical Illness Claim Form for Firefighters. Provide supporting medical records for diagnosis.

Complete the Critical Illness Claim Form for Employers.

STEP 4: Submit claim forms to The Hartford.

Submit the forms and supporting medical records via mail or fax:

Mail to: The Hartford Supplemental Insurance Benefit Department PO Box 99906

Grapevine, TX 76099

Fax to: 1-469-417-1952

STEP 5: Hartford initiates Critical Illness Claim process.

The Hartford contacts the firefighter to discuss the claim review process, provides an update on the status of the claim and requests any missing information.

> At any time, the firefighter may call The Hartford with questions at 1-888-716-4548. Please provide the policy number at the time of the call.

STEP 6: Hartford initiates Long-Term Disability Claim process.

Four months after the Critical Illness Claim submission, The Hartford's Long-Term Disability (LTD) claims unit will contact the firefighter to determine if the firefighter should file a LTD claim.

^{*}A covered cancer is a cancer that is covered under the terms of the policy/certificate issued to the Participating Employer by The Hartford.