

Appeal Request

Policy Benefits Department • PO Box 1902 • Carmel, IN 46082-1902
Tel: 1-800-621-3724 • Fax: 312-396-7918

An appeal is a formal request to change a previous decision made by Bankers Life and Casualty Company.

Step 1: Contact our Customer Service Department at 1-800-621-3724 to express your concern. We may be able to resolve your issue quickly outside of the formal appeal process. If a Customer Service Representative cannot resolve your issue, proceed with the formal appeal process.

Step 2: Return your completed form to the address or fax number above. Please include the HIPAA authorization form and any supporting documenting (i.e. cognitive testing, medical records, service plans, daily visit notes, initial assessment from your healthcare provider) you feel would be beneficial to your claim.

Please allow 30 days for us to process the appeal. You should hear from us within two weeks of mailing the appeal. If you do not hear from us by telephone, please call our Customer Service Department to inquire. The final decision will be sent in writing to the claimant's address on file.

Claimant Name: _____ Policy Number: _____

Date of Birth: _____ State of Residence: _____

Provider of Services: _____ Date(s) of Service in question: _____

Appeal is filed by:

Claimant Attorney in Fact / Attorney at law Other(Indicate relationship to Claimant): _____

Name of person completing this form (please print): _____

Are you acting under a Power of Attorney? No Yes **We will need a copy of Power of Attorney if it was not previously submitted**

Signature: _____

Phone: _____ Date: _____

Please check the selection that best describes the issue you are appealing:

Claimant Eligibility Provider of Services Eligibility Other: _____

Indicate the reason you believe the previous decision was incorrect.

If you have further questions please feel free to contact our Customer Service Department at 1-800-621-3724 between the hours of 8:00 AM and 4:30 PM Central Time.

***Do not write on the back of this form.
Please include any additional comments/concerns on a separate sheet of paper.***