

The State Life Insurance Company®
Long-Term Care

OneAmericaSM
Financial

Care Benefit Concierge

Caring for you when you need it the most



Providing you with dedicated service

If you or a loved one needs long-term care, you may have concerns about how you'll navigate the claims process. Rest assured that you'll never have to go through it alone. At OneAmerica FinancialSM we're committed to providing dedicated service at every turn.

With our Care Benefit Concierge, based in our home office, you can get help quickly when you need it the most.

How OneAmerica Financial Care Solutions Care Benefit Concierge works:

- If you or a loved one needs extended care, contact us first. The sooner you call, the sooner we can start answering your questions and processing your claim.
- We'll assign a Concierge to your claim to help you complete the required forms.
- Your Concierge will communicate on your behalf with doctors and other care providers to gather all of the necessary information.
- Along with answering your questions, your Concierge is available to offer support and guidance throughout the claims process.

You can visit [OneAmerica.com/claims](https://www.oneamerica.com/claims) to notify us of a long-term care event.

Exclusive benefits



Free of charge

When our policyholders need LTC services, they can access claims support at no additional cost with every Care Solutions product.



Faster decisions on claims

Our Concierges provide dedicated attention to each policyholder, helping the claims process run smoothly and efficiently.



Personalized service

Our Concierges are experts in LTC claims. They're trained and equipped to deliver on our promises when policyholders need us most.



Connect with us first. We're here to help.

Phone: 800-352-6608

Website: OneAmerica.com/claims

Email: longtermcareclaims.ind@oneamerica.com

Fax: 317-285-5239

Note: OneAmerica Financial is the marketing name for the companies of OneAmerica Financial. Products issued and underwritten by The State Life Insurance Company® (State Life), Indianapolis, IN, a OneAmerica Financial company that offers the Care Solutions product suite. Not available in all states or may vary by state. • Provided content is for overview and informational purposes only and is not intended as tax, legal, fiduciary, or investment advice. • **NOT A DEPOSIT. NOT FDIC OR NCUA INSURED. NOT BANK OR CREDIT UNION GUARANTEED. NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY. MAY LOSE VALUE.**



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