



THE GMA FIREFIGHTER CANCER BENEFIT PROGRAM

HOW TO INITIATE A CLAIM

The following document describes how the individual firefighter and the entity they work for will correspond with The Hartford when initiating a claim for Lump Sum Critical Illness Cancer coverage and if necessary, the Long-term Disability (LTD) Cancer coverage.

After a cancer diagnosis, the *firefighter* must file a Critical Illness Cancer claim. To file a claim:

PREFERRED METHOD

The *firefighter* will complete the Critical Illness claim form for Firefighters, which can be found on the program website (gfcinsurance.com) or via their Human Resources (HR) contact.

Once the Critical Illness Claim Form has been completed, the firefighter will send the claim form and any supporting documentation to:

- Via Mail:
**The Hartford Supplemental Insurance
Benefit Department
PO Box 99906
Grapevine, TX 76099;**
- Or Via Fax to **(469) 417-1952.**

ALTERNATIVE METHOD

Should the firefighter want speak to The Hartford to initiate a Critical Illness Cancer claim, the firefighter may reach The Hartford via the phone number below. Please have the policy number and policy name available:

- The Hartford phone number: **1- (888) 716-4548**
- Client Name/Policy Name:
**The GA Firefighter Program/
Georgia Interlocal Risk Management Agency**
- Policy Number: **#GMA681159**

EMPLOYER STATEMENT

The Critical Illness Employer Statement should be completed by the Employer HR Representative and sent in via fax or mail to the address noted below. This form can be found at gfcinsurance.com.



Completing the employer statement while the Firefighter is completing their portion will speed up the overall adjudication process. If the employer statement is not received, then Hartford will contact the GMA Administrator, Willis Towers Watson, and/or the employer for employment verification.

Once the Critical Illness Employer Statement has been completed, send the employer form and any supporting documentation to:

- Via Mail:
The Hartford Supplemental Insurance Benefit Department
PO Box 99906
Grapevine, TX 76099;
- Or Via Fax to **(469) 417-1952.**

The HR contact should confirm the firefighter has completed the Critical Illness Claim Form for Firefighters (as directed in the section above).

Should the HR contact want speak with The Hartford, please call the number indicated below and have the policy number and policy name available. Please note that *only* the firefighter can initiate the firefighter portion of the claim form and The Hartford can *only* speak to the firefighter regarding personal claim and medical information:

- Hartford phone number: **1- (888) 716-4548**
- Client Name/Policy Name:
**The GA Firefighter Program/
Georgia Interlocal Risk Management
Agency**
- Policy Number: **#GMA681159**

ONCE THE CRITICAL ILLNESS CANCER CLAIM HAS BEEN SUBMITTED TO THE HARTFORD:

- The Hartford will begin to adjudicate the claim and reach out to the firefighter
- At the 4-month mark, after the Critical Illness Cancer claim submission, The Hartford's Long-term Disability (LTD) unit will reach back out to the firefighter to determine if the firefighter should file a LTD claim. The LTD elimination period is 180 days; therefore, the LTD claim cannot be submitted at first diagnosis. The Hartford will proactively reach out to the firefighter at the 4-month mark.



Other important information and forms can be found on the Firefighter's Cancer Benefit Program website:

gfcinsurance.com

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Critical Illness Form Series includes GBD-2600, GBD-2700, or state equivalent.

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