

The Promise Goes Beyond the Sale.



When care is needed, policyholders gain a team who can help.

When someone we love needs care, the questions pile up quickly:

- What kind of care do they need?
- Where do we begin?
- What benefits are available?
- Who do we call?

Mutual of Omaha helps clients and their families navigate this difficult time. Our claims team can help explain the policy benefits, help to move the claim forward and connect policyholders with care support that may be available.

Support Starts With One Call

Policyholders don't need to wait until every document is gathered to contact us. A simple authorization form can get the process started. From there, our claims team helps collect the information needed to review the claim.

At claim time, policyholders have:



Someone to Handle the Claim

A dedicated benefit claim specialist is assigned to each claim, serving as a single point of contact for the policyholder and their family. They help gather information, explain next steps, provide updates throughout the process and communicate claim decisions.



Someone to Help Guide Care

A care coordinator, typically a registered nurse, can help policyholders understand care options, develop a plan of care and arrange services.



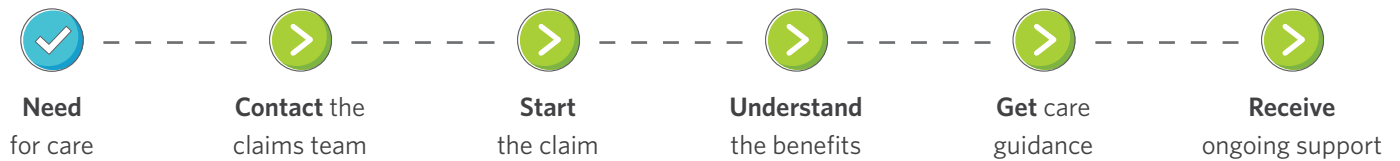
Someone to Provide Ongoing Support

Care needs can change over time. Claims and care coordination resources help policyholders and their families navigate those changes, from starting the claim through ongoing care.



Underwritten by
Mutual of Omaha Insurance Company

A Supportive Claims Journey



A Difference Policyholders Can Experience

Long-term care insurance may offer more than help paying for care. Care coordination can help policyholders and their families make decisions that might otherwise feel overwhelming by helping them:

- Develop an individualized plan of care
- Arrange long-term care services
- Monitor the care the policyholder receives
- Connect the policyholder with available resources

When policyholders need care, they can feel confident they'll have help understanding their benefits and navigating what comes next. And you can feel confident that Mutual of Omaha and our people are there to stand behind every policy you recommended.

Start the Conversation

Call the claims team at [888-232-4597](tel:888-232-4597) | Email indltc@mutualofomaha.com