

Critical Illness Claims Checklist

Information to identify your policy

Policy number Policyholder's name Policyholder's date of birth Policyholder's address

Claim details & documentation

Patient or Claimant name

Medical records for covered illness

Pathology report listing cancer diagnosis

[Attending Physician's Statement](#)

Healthcare provider/Facility name

Stroke - MRI showing infarction & proof of permanent neurological deficits (follow up appointment, physical therapy notes, etc.)

Invasive Cancer - Initial Pathology Report (If no surgery or biopsy was performed, submit medical imaging and lab work confirming diagnosis)

Major Organ Transplant - Operative Report

Carcinoma in Situ - Initial Pathology Report (If no surgery or biopsy was performed, submit medical imaging and lab work confirming diagnosis)

Renal Failure/ESRD (End Stage Renal Disease) - Medical Evidence Report (ESRD) showing proof of failure of both kidneys & 1st date of dialysis or medical records showing the 1st date of dialysis

Heart Attack - Abnormal EKG, elevated cardiac enzymes (Troponin levels) and discharge summary

CABG - Operative Report

File your claim quicker using MyBenefits

1. Login at <https://mybenefits.allstate.com>. Register first, if new to MyBenefits.
2. With multiple payment options, choose how you will receive your benefits.
3. Click 'File a Claim' to begin. Our system will guide you through each step along the way.
4. Securely upload supporting documents by scanning or attaching stored files.
5. Submit your completed claim.

Other ways to file a claim

Fax claim submissions: 1 (866) 424-8482

Wellness Claims: 1 (800) 430-4188

Mail: American Heritage Life Insurance Company
1776 American Heritage Life Drive
Jacksonville, FL 32224

