



# LUMP SUM CANCER BENEFIT CLAIM FLOW

Claim form # C&PC CF needs to be completed in full by the employee regardless of the person the claim is on:

- The Employee provides the basic information on the form and includes with the form,
- An original bill for services provided to include the diagnosis and date of Service.

*If the form is not completed or a bill is not included, the claim can not be processed.*



The completed Claim Form and itemized bill should be mailed to Pan-American Life at:

P.O. Box 61070  
New Orleans, LA 70160-1070  
for questions call 877-569-3075



Pan-American Life will review the form for completeness:

- Has Pan-American received all of the appropriate medical documentation?
- Does Pan-American need additional information?
- Are the premiums paid current by the group or individual?
- Was the benefit eligible under the plan?
- Was the date of service within the eligibility period under the plan?

If all information is received, Pan-American Life will process the claim within 30 days.  
The benefit is not assignable and is paid to the Insured Employee.



Time Service:

Cancer policy claims are processed within 30 days of receipt. Checks are issued 2 days each week and mailed via first class mail within 24 hours of generation.