



DIOCESE OF
SAN JOSE

Student and Volunteer Accident Program

The Diocese of San Jose has moved to a new provider for our Student and Volunteer Accident Insurance coverages. Effective August 1, 2019, Philadelphia Life Insurance will replace our existing coverage with Myers-Stevens & Toohey. Philadelphia Life Insurance has over 55 years' experience in the Student and Volunteer Insurance business and will be providing the Diocese with more comprehensive coverages, simplified claim processing and a lower price.

Paul Harrison serviced our account for the past 20 years at Myers-Stevens & Toohey. A year ago, Mr. Harrison was hired by large nationally recognized brokerage firm, Risk Strategies and will continue to service our Student and Volunteer Accident Insurance coverages. He is available to answer any questions, please see his contact information below.

The Student and Volunteer Accident Program Covers the following Groups:

- Students
- CCD
- Youth and Young Adult Ministries
- Adult Volunteers

This document will provide School and Church Officials with a summation of coverages, instructions on how to file a claim and contact information.

I. Summation of Coverage:

Accident coverage is for school/church sponsored, supervised activities on and off the school/church premises, including overnight trips.

This coverage is excess coverage and the parent's insurance is primary. This coverage will assist with the parent's out of pocket medical related expenses.

II. How to File a Claim?

“Student, church or adult volunteer is injured at school/church sponsored event and needs medical attention”.

Step 1: School/Church Official completes Part I of the attached claim form.

Insured: Diocese of San Jose – (Insert Location Name)

Address: 1150 N. 1st Street, Ste. 100 San Jose, CA 95112

Policy: See below

Base Student School Time Plan: #PHPA042192

Volunteer Base Accident Plan: # PHPA042193

Step 2: Once Part I is completed, a copy is provided to the parent or guardian along with a copy of the claim form instructions sheet. Claim form instructions sheet provides complete details for the parents to process the claim. These forms can be sent electronically and are fillable forms.

Note: Philadelphia Life is the insurance company and contracts with a third party administer - NAHGA for claims processing.

Step 3: School/Church Official completes the Diocese’s incident report for their file. This form will be requested by NAGHA if the parents proceed to file a claim.

Note: Parents or guardian will work directly with NAGHA to process the claim forms. After the incident and claim forms are provided to the parent, all future questions regarding their coverage or claims processing should be directed to NAGHA.

III. **CONTACTS:**

FILING CLAIMS:

NAHGA is nationally recognized for processing claims for thousands of K-12 schools, colleges and universities. <https://www.nahgaclaimservices.com/>

NAHGA Claim Services

P.O. Box 189

Bridgton ME 04009

Email: claims@nahga.com

Questions: Contact 800-952-4320 Fax: 207-647-4569

HOURS OF OPERATION:

- NAHGA is located on the East Coast, therefore parents have the ability to contact their office from 5:00 a.m. – 2:00 p.m. PST.
- Risk Strategies will handle customer service claims issues after 2:00 p.m. PST.

COVERAGE QUESTIONS:

Risk Strategies: For all coverage related questions, please contact Paul Harrison.

E: PHarrison@risk-strategies.com

A: 2270 Douglas Blvd., Suite 220, Roseville, CA 95661

Toll-free: 866-352-1658

Paul Harrison's Direct line: 916-367-4295

**ACCIDENT INSURANCE
INSTRUCTIONS FOR FILING A CLAIM – FULL EXCESS PLANS ONLY**

The accident insurance plan is designed to cover all registered participants of the policyholder while they're engaged in policyholder sponsored and supervised activities. The plan will consider reimbursement for eligible expenses which are not payable by your healthcare plan or any other insurance plan providing reimbursement for medical expenses. Therefore, prior to filing a claim against the accident insurance policy, you must first file the claim with your own healthcare plan. Please observe the following claim filing procedures: **(Please include the policy number on all correspondence to facilitate the handling of your claim)**

1. Obtain a claim form from the sponsoring organization. Only one form is needed for each accident, regardless of the number of expenses incurred for the particular accident.
2. Part I of the claim form should be completed and signed by an official from the sponsoring organization. Part I requests a description of how the accident occurred. Please check to see that a complete description is provided. For example, "Basketball" is not acceptable; however, "Twisted left ankle while playing basketball" is acceptable.
3. Part II of the claim form should be completed and signed by the claimant or the claimant's parent or guardian if claimant is a minor. All questions in Part II must be completed in order for the company to examine your claim. Please do not leave any questions blank. Part II includes the section entitled "Authorization to Release Information."
4. Itemized Bills must be submitted. Itemized Bills provide the dates of service, the procedure codes, the diagnosis and the charge(s). "Balance Due" bills are not acceptable because they do not provide all of the information needed to properly examine a claim.
5. When submitting charges for Physical Therapy, the itemized bill must be accompanied by the prescription and include the frequency and the duration of the treatment.
6. Submit copies of the Explanation of Benefits (EOB) statements from your own healthcare plan. The EOB's will show how much your healthcare plan paid for the services rendered and the amount which is your responsibility. There should be an EOB for each Itemized Bill you have submitted for reimbursement.
7. Mail or email the fully completed claim form, each Itemized Bill (and the prescription, if applicable) and the corresponding EOB to the following address: **(Please include the Policy Number on all correspondence)**

NAHGA Claim Services
P.O. Box 189
Bridgton, ME 04009
claims@nahga.com
Fax 207-647-4569
Phone 800-952-4320

Please remember, the policy is an Accident insurance policy. It does not provide reimbursement for illness or for injuries that are not the result of an Accident. It is subject to exclusions and limitations. The policy may also contain a deductible which may be the claimant's responsibility. Please be aware that the claim form contains state mandated fraud warning language that requires your review and signature.

ACCIDENT CLAIM FORM**MAIL TO:**

NAHGA Claim Services
P.O. Box 189
Bridgton, ME 04009
Email: claims@nahga.com
File claims electronically: Payer ID 67788

Questions: Contact 800-952-4320 Fax: 207-647-4569

INSTRUCTIONS (SIGNATURE SECTION MUST BE COMPLETED AT THE BOTTOM OF ALL THREE PAGES)

- All fields must be completed
- Part I – Must be completed by Policyholder
- Part II – Must be completed by Claimant or by the Parent or Guardian, if the Claimant is a minor
- Send copies of itemized bills showing provider's name, address, tax ID number, diagnosis and procedures codes.
- Attach explanation of benefits, additional bills with record of payment or denial from primary insurance carrier. This does not apply if the accident policy provides primary coverage
- All benefits will be payable to the physicians and providers, unless accompanied by paid receipts
- If employed, but have no other insurance, forward employer(s) letter on employer(s) letterhead to that effect.
- For additional instructions about how to file a claim please visit www.ajfusa.com/claims

Claimants eligible for Medicaid benefits must first file for benefits under this policy before submitting expenses to Medicaid.

PART I – POLICYHOLDER REPORT (Signature is required at the end of this section)

1. Policy Number:
2. Name of Policyholder:
3. Policyholder Address:
4. City: State: Zip:
5. Policyholder Contact: Phone: Email: Fax:
6. Last name of Claimant: First name of Claimant:
7. Social Security Number: Date of Birth:
8. Sex: ~~XXXXXX~~ or ~~XXXXXX~~ Female
9. Grade (if applicable): Check one (if applicable) Day School Boarding
10. Nature of injury: **(Describe, fully indicate what part of the body was injured – e.g. broken arm, sprained ankle)**
Must be a bodily injury due to accident.

11. Describe how the accident occurred, provide all details.
Attach a separate sheet, if necessary (include name of sport / activity)

12. Did the accident occur:
 - a. During a Policyholder supervised / authorized activity? Yes No
 - b. During a Policyholder sponsored activity? Yes No
 - c. During scheduled Policyholder hours? Yes No
 - d. While traveling to or from a Policyholder sponsored and supervised activity? Yes No
 - e. Off Policyholder premises, at home, during the weekend, holiday or summer vacation? Yes No
13. Date of Accident: Time of Accident: A.M. P.M.
Place of Accident:
14. Name and title of person supervising activity:
Was he or she a witness? Yes No
15. List other Policyholder insurance. **Attach a separate sheet, if necessary.**

Type of Policy	Policy Number

Signature of Authorized Policyholder Representative**Title****Date**

PART II**(To Be Completed by Claimant or Parent / Guardian, if Claimant is a Minor)**

1. Name of Claimant or Father / Guardian:
Social Security Number: _____ Email Address: _____
2. Name of Mother or Guardian:
Social Security Number: _____ Email Address: _____
3. Street address of Parents or Claimant Guardian:
City: _____ State: _____ Zip: _____
Telephone Number: _____
4. Father or Guardian's Insurance Company:
5. Mother or Guardian's Insurance Company:
6. Name and address of Claimant or Father / Guardian's employer, if a minor:
Employer's Name: _____
Employer's Mailing Address: _____
City: _____ State: _____ Zip: _____
7. Name and address of Claimant or Mother / Guardian's employer, if a minor:
Employer's Name: _____
Employer's Mailing Address: _____
City: _____ State: _____ Zip: _____
8. List all other insurance policies under which Claimant is insured:

Type of Policy	Policy Number

The Affordable Care Act requires Philadelphia Indemnity Insurance Company to request verification that no other coverage is in force from the employer(s) of the claimant or the parent / guardian if under the age of 26.

9. Is the Claimant enrolled in, a member of, or a participant of any of the following as an individual, employee or dependent? If yes, please provide a copy of the insurance card (front and back).
 - a. Preferred Provider Organization (PPO) or similar prepaid health plan? Yes No
If yes, name of PPO Organization: _____
 - b. Health Maintenance Organization (HMO) or similar prepaid health plan? Yes No
If yes, name of HMO or organization: _____
10. If Claimant has health care coverage as a dependent from a previous marriage as mandated in a divorce decree, please provide the following:

Name of Policyholder	Name of Insurance Company	Policy Number

AFFIDAVIT


I verify that the statement on the other insurance is accurate and complete. I understand that the intentional furnishing of incorrect information via the U.S. Mail may be fraudulent and violate federal laws as well as state laws. I agree that if it is determined at a later date that there are other insurance benefits collectible on this claim I will reimburse the Company to the extent for which the Company would not have been liable.

AUTHORIZATION TO RELEASE INFORMATION

I authorize any Health Care Provider, Doctor, Medical Professional, Medical Facility, Insurance Company, person or Organization to release any information regarding medical, dental, mental, alcohol or drug abuse history, treatment or benefits payable, including disability or employment related information concerning the patient, to Philadelphia Indemnity Insurance Company, its employees and authorized agents for the purpose of validation and determining benefits payable. I further authorize any Philadelphia Indemnity Insurance Company to furnish the Policyholder or its agents, any and all information with respect to my insurance claim for the purpose of assisting with claims adjudication. This data may be extracted for audit or statistical purposes. I understand that I have the right to revoke this authorization in writing at any time and that such a revocation is not effective to the extent that such authorization has already been relied upon.

PAYMENT AUTHORIZATION (Signature is required at the end of this section)

I authorize all current and future medical benefits, for services rendered and billed as a result of this claim, to be made payable to the physicians and providers indicated on the invoices, unless paid receipts accompany this form.

 **Claimant Signature (Parent or guardian, if the claimant is a minor)**
Date 

CLAIM FORM FRAUD STATEMENTS (Signature is required at the end of this section)

ALABAMA: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who knowingly presents false information in an application for insurance is guilty of a crime and may be subject to restitution, fines or confinement in prison or any combination thereof.

ARIZONA: For your protection Arizona law requires the following statement to appear on this form. Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.

ARKANSAS, RHODE ISLAND AND WEST VIRGINIA: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

CALIFORNIA: For your protection California law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

COLORADO: It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies.

DELAWARE and IDAHO: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, files a statement of claim containing any false, incomplete or misleading information is guilty of a felony.

DISTRICT OF COLUMBIA: WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

FLORIDA: Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

INDIANA: A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.

KANSAS: Any person who, knowing and with intent to defraud, presents, causes to be presented or prepares with knowledge or belief that it will be presented to or by an insurer, purported insurer, broker or any agent thereof, any written statement as part of, or in support of, an application for the issuance of, or the rating of an insurance policy for personal or commercial insurance, or a claim for payment or other benefit pursuant to an insurance policy for commercial or personal insurance which such person knows to contain materially false information concerning any fact material thereto; or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act.

KENTUCKY: Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

MAINE, TENNESSEE, VIRGINIA, and WASHINGTON: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines or a denial of insurance benefits.

MARYLAND: Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

MINNESOTA: A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.

NEW HAMPSHIRE: Any person who, with a purpose to injure, defrauds, or deceive any insurance company, files a statement of claim containing any false, incomplete, or misleading information is subject to prosecution and punishment for insurance fraud, as provided in RSA 638:20.

NEW JERSEY: Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

NORTH CAROLINA and OREGON: Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement, commits insurance fraud, which is a crime and subjects the person to civil and criminal penalties.

OHIO: Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

OKLAHOMA: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete or misleading information is guilty of a felony.

PENNSYLVANIA: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

TEXAS: Any person who knowingly presents a false or fraudulent claim for payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

NEW YORK: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

Claimant Signature (Parent or guardian, if the claimant is a minor)

Date