Life Insurance Death Benefit Procedure (BEN-P019)

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

1.0 SCOPE:

1.1 This procedure describes the process in which Risk Management handles Life Insurance Death Benefits at the Washoe County School District.

2.0 RESPONSIBILITY:

2.1 Risk Manager

3.0 APPROVAL AUTHORITY:

3.1 Benefits Coordinator

(Approval signature on file)

Signature ______________________ Date ______________

4.0 DEFINITIONS:

4.1 RM – Risk Management

4.2 HH – Hometown Health (Third Party Administrator)

4.3 CDS – CDS Group Health (Third Party Administrator)

5.0 PROCEDURE:

5.1 When RM is notified of the death of an active employee or retiree with life insurance, the RM Secretary / Receptionist pulls the insured file to identify the beneficiary of the deceased.

5.2 RM Secretary / Receptionist will verify the amount of life insurance coverage (both basic and additional life) by reviewing the financial software system, the Retiree Database, and the insured's file.

5.3 The RM Secretary / Receptionist sends a letter to the beneficiary offering sympathies and informing him/her that he/she is the beneficiary.

5.3.1 The beneficiary is also requested to provide a certified copy of the death certificate.

5.3.2 A "Claimant Statement" and return envelope is sent with the letter.

5.4 RM puts file in pending status until RM receives a copy of the death certificate and claimant statement.

5.4.1 The Risk Management Secretary / Receptionist will complete the "Employer Statement" and has the Risk Manager sign.

5.5 RM Secretary / Receptionist will type a letter to the insurance company and attaches the original beneficiary statement, the employer statement and the death certificate.

5.5.1 Copies are retained for the file.

5.5.2 The appropriate RM technician updates the financial software system if needed and the Retiree Database, with copies to CDS, and HH if needed.

5.6 RM Secretary / Receptionist will file the employee file in the deceased file cabinet.

5.7 When the RM Secretary / Receptionist receives the check for the beneficiary, it is disbursed via U.S. Mail, or picked up in person. A copy is filed in the deceased employee file.

6.0 ASSOCIATED DOCUMENTS:

6.1 Sympathy Letter

6.2 Death Claim Report / Employer Statement

6.3 Group Life Insurance Enrollment/Beneficiary Designation- BEN-F005

7.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
Employee File and associated documents	Risk Management Files	99 years	Discard as desired	Standard file cabinet in secured office

8.0 REVISION HISTORY:

Date:	Rev.	Description of Revision:
6/2/05	A	Initial release
5/15/07	B	Identified “RM” as Risk Management” in 1.1; added “Third Party Administrator” to 4.2; added 4.3; corrected typographical errors in 5.2, 5.4, and 5.7; updated Record Retention Table.
05/04/09	C	3.1 replaced “Risk Management Senior Technician” with “Benefits Coordinator”; 5.2 replaced “Bi-Tech System” with “financial software system”; 5.5.2 replaced “Bi-Tech System” with “financial software system”; 5.7 changed “will receive” to “receives,” inserted “picked up before “in person” and inserted a period after “person.” Deleted “and,” capitalized “a,” and inserted “is” before “filled”; 6.3 deleted “Benefit Designation Form” and replaced with “Enrollment/Beneficiary Designation- BEN-F005”; deleted Section 6.4.

*** * * End of procedure * * ***