

# How to File a Claim

The claim form (M18979) is prepared by the Girl Scout volunteer or another authorized person, usually one who was at the scene of the accident and familiar with the circumstances.

## Volunteer's or Other Activity Representative's Procedures

When a Girl Scout, adult member or participant is injured during a supervised Girl Scout activity, the volunteer should follow these directions to claim benefits.

1. Have parent/guardian of injured participant or injured adult participant complete and sign appropriate sections of claim form.
2. Volunteer or activity representative must complete and sign the front of the claim form as soon as reasonably possible. Be sure to provide all the information required to expedite processing and to avoid delay.
3. Submit an itemized billing complete with diagnosis, date(s) and procedure code(s).
4. Keep a copy of all for your records.
5. Send the original to the council for validation along with any available bills for covered expenses which have been incurred.

**Claims will not be processed without council signature.**

## Council Procedures

1. The council receives the completed claim form and reviews for: membership status or purchase of optional insurance, eligibility, presence of a bill and that the activity information provided is sufficient to confirm the claim is for a Girl Scout related accident (or illness).
2. The activity information section shown on the claim form must be completed. When marking this section, exercise good judgment (i.e., while at camp a girl falls over a log while walking across the beach. The aquatic section should

not be marked, as she wasn't in or on the water. The appropriate section is slips/falls and other (carpet, log, stairs, etc.).

3. The council official's signature is required.
4. Councils shouldn't sign blank forms and release to the volunteer. Remember, Mutual of Omaha relies on the council to verify that the claim is for a Girl Scout related accident (or illness).
5. Mark all appropriate levels (e.g., a Girl Scout Senior is serving as a day camp aide or resident camp counselor, check 4, senior and 9. seasonal staff).
6. Send the original copy (with any bills) to:

**Mutual of Omaha Insurance Company**  
**Special Risk Services**  
**P.O. Box 31156**  
**Omaha, NE 68131**

7. Retain a copy for council records.

**Questions on insurance claims should be referred to the P.O. Box number shown in No. 6, or call 800-524-2324.**

Only the insurance company can interpret the coverage as it applies to a specific claim. Mutual of Omaha cannot answer Girl Scout program questions.

