



TENCODE
BENEFITS

Survivor Services

Helping People ... When It Matters Most

Beneficiary Concierge Services

The death of a loved one is one of life's most overwhelming events, both emotionally and financially. It is for this reason that CompleteCare, powered by TenCode Benefits™ provides a suite of concierge services to assist beneficiaries through the life, accident and dismemberment claim process. These concierge services are offered to the beneficiaries of employees and their dependents.

The cornerstone of these services is our CompleteCare counselors. These counselors have extensive backgrounds in the fulfillment of the life claim process, bringing over 100 years of cumulative experience.

CompleteCare will assist the Beneficiary with the following services:

LIFE & ACCIDENT CLAIM PROCESSES

- Contact the beneficiary to answer any immediate questions regarding the life and accident claim process and discuss how CompleteCare will assist them through the process.
- Issue a letter to the beneficiary outlining the insurance proceeds, retirement assets and stock account information/assets, as well as, any other company-sponsored benefits.
- Provide the beneficiary with the Beneficiary Statement and any other required documentation. TenCode will complete the employer portion of the claim form.
- Assist the beneficiary with the assignment of benefits to the funeral home.
- Deliver the completed claim forms, death certificate and other required documentation to the insuring carrier.
- Follow-up with the carrier until claim decision is made.

DISMEMBERMENT CLAIM PROCESS

- Contact the claimant to answer any immediate questions regarding the dismemberment claim process and discuss how CompleteCare will assist them through the process.
- Issue a claimant letter outlining the insurance proceeds and required documentation to adjudicate the claim.
- Provide the claimant with the employee claim form. CompleteCare will complete the employer portion.
- Follow-up with the carrier until claim decision is made.

To contact CompleteCare, please call (888) 765-6061 or email claims@tencode.com