

Death Claims Process Higher Education Agencies

If the decedent is an employee:

An ABC has two options in which they can notify Benefits Administration of employee's death. The ABC can contact our service center by phone or by submitting a Remedy incident ticket.

Contacting Service Center: If the ABC contacts the service center (via phone or remedy ticket) a benefit analyst will advise the ABC that the following documentation must be submitted in order to begin the death claim process:

1. Enrollment Change Form (check death in the upper right corner of Part 1)
2. Notice of Death form (Note: The ABC should only sign in the completed by section, do not sign under policy holder's representative/title section; this is to be signed by Benefits Administration)
3. Beneficiary Designee
4. Death Certificate (If the cause of death was an accident, an accident report should also be provided)

Once the ABC collects all of the above information, the ABC will upload via Edison or fax this information into Benefits Administration.

Benefits Administration will file an e-claim electronically to Minnesota Life Insurance Company for processing.

Minnesota Life will contact the beneficiary to outline the next steps in the process, provide contact information and answer questions and provide resources that the beneficiary may need.

Standard Processing time for a death claim is 4 to 6 weeks.

***** If the beneficiary is a minor**, guardianship papers for the minor beneficiary or documentation of a bank account set up under the Tennessee Uniform Transfer to Minors Act must be sent to Benefits Administration with the death claim paperwork.

****Optional Special Accident is a product of Minnesota Life. If the employee has this benefit, Benefits Administration will initiate the processing of this claim on behalf of the employee/beneficiary.

If the decedent is a dependent:

An ABC has two options in which they can notify Benefits Administration of employee's death. The ABC can contact our service center by phone or by submitting a Remedy incident ticket.

Contacting Service Center: If the ABC contacts the service center (via phone or remedy ticket) a benefit analyst will advise the ABC that the following documentation must be submitted in order to begin the death claim process:

1. Enrollment Change Form (check death in the upper right corner of Part 1)
2. Notice of Death form
3. Beneficiary Designee
4. Death Certificate (If the cause of death was an accident, an accident report should also be provided)
5. The most recent insurance forms on file indicating the enrollment of the dependent for insurance.

Once the ABC collects all of the above information, the ABC will upload via Edison or fax this information into Benefits Administration.

Benefits Administration will file an e-claim electronically to Minnesota Life Insurance Company for processing.

Minnesota Life will contact the beneficiary to outline the next steps in the process, provide contact information and answer questions and provide resources that the beneficiary may need.

Standard Processing time for a death claim is 4 to 6 weeks.

***Optional Special Accident is a product of Minnesota Life. If the employee has this benefit, Benefits Administration will initiate the processing of this claim on behalf of the employee/beneficiary.