

Funeral Home Q & A

Q: I am calling from “Funeral Home” to verify if the deceased, John Doe, had life insurance?

A: Yes, John Doe had life insurance coverage. The state has an additional life insurance program that is not in our system. You may want to contact Securian/Minnesota Life Insurance Company at 866.881.0631 to see if the deceased was enrolled in the state of Tennessee voluntary term life insurance program. (“Yes” assumes he was an active working fulltime employee at the time of death. If he was not, then please indicate there was no life insurance coverage e.g., retiree or terminate employee.)

Please note: If the employee dies within the first 30 days of the termination of employment OR within one year of leaving service sick and dies of this same illness (e.g., cancer) the claim should be handled as you would an active employee’s death claim.

Q: How much life insurance did John Doe have?

A: Due to privacy laws, we are unable to communicate the specifics of the policy; you may submit the assignment to include the full cost for services to Benefits Administration. Once received, we can confirm if the benefits will cover the cost of the services.

Q: Do you accept funeral assignments?

A: Yes, our life insurance vendor does accept funeral assignments. Please email the assignment to Benefits Administration to benefits.administration@tn.gov or via fax to 615.741.8196. The assignment must be filed with the claim.