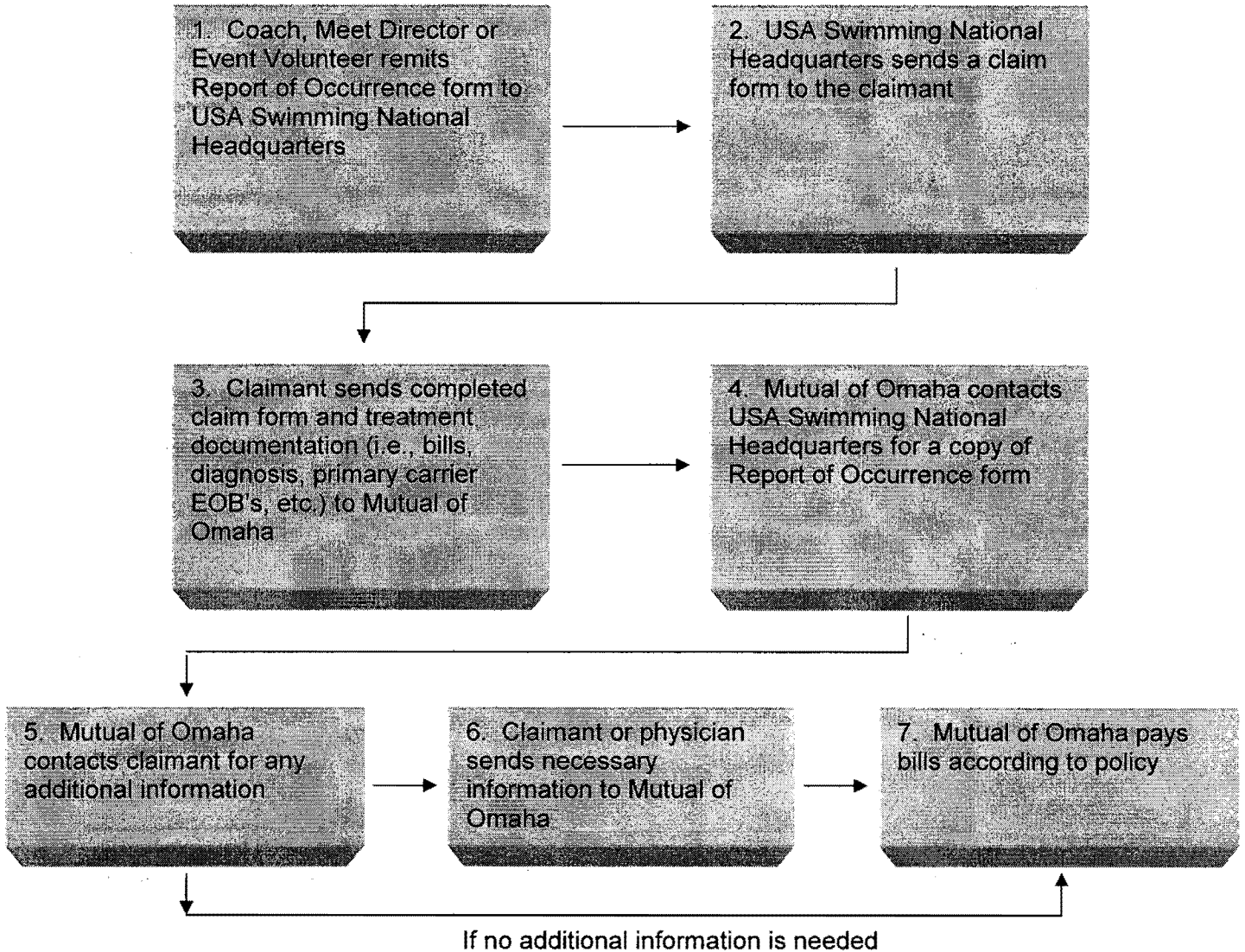


# Claim Procedure Chart



## USA Swimming



1. Coach, Meet Director or Event Volunteer completes a Report of Occurrence form and remits it to USA Swimming National Headquarters.

2. USA Swimming National Headquarters sends a claim form to the claimant.

3. Claimant sends completed claim form to Mutual of Omaha-Special Risk Services, Claims Dept. Any and all bills for the injury must first be submitted to any group hospital/medical and/or HMO coverage for which the claimant is eligible. Copies of Explanation of Benefits (paid or denied) documents from the claimant's other insurance (group hospital/medical and/or HMO coverage) must accompany all bills and the claim form.

4. Mutual of Omaha contacts USA Swimming National Headquarters for a copy of the Report of Occurrence form.

5. Mutual of Omaha reviews the claim form and if necessary contacts the claimant or treating physician for additional information. If no additional information is needed, proceed to step #7.

6. Claimant or physician sends requested information to Mutual of Omaha.

7. Mutual of Omaha pays bills according to policy conditions, provisions and benefits.