

## **Do you have an authorized representative?**

*What is an authorized representative?* **Someone who can speak to your insurance company on your behalf if you cannot do so due to an illness or injury.**

## **How do I choose an authorized representative?**

### **Step One:**

- Your representative must be 18 years or older.
- Should have patience and organizational skills due to the amount of time it could take to finalize a claim.

### **Step Two:**

- Contact the insurance company by calling the phone number on the back of the insurance card and ask the representative to send you an authorized representative form. Follow the directions on the form and send it back by either fax or mail.

OR

- Log into your online account to view forms and download the authorized representative form. Most forms can be completed and submitted electronically.

### **Step Three:**

- Follow up with the insurance company by phone to verify the authorized representative has been added to the account.
- Be sure to update the form as needed with information such as – if you've changed your authorized representative, want to add a secondary representative, or remove a person from the list.

**EXTRA TIP: If you have any legal documents such as a power of attorney, please inform your insurance and have a copy of the form sent to the appropriate department.**