

# LONG-TERM CARE – INDIVIDUAL PRODUCTS CONTACT CARD



## Fax Numbers & Email:

**1-888-539-4672**

**epsupport@ltcg.com**

- New application submissions

**1-402-550-1926**

- Missing application requirements
- Case Manager requests
- Authorizations

**1-952-833-5410**

- Delivery receipt/PDAs
- Change form requests
- Amendments

**1-888-441-5824**

- Claims

## Mailing Addresses:

**Long-Term Care Service Office  
P.O. Box 64901**

**St. Paul, MN 55164-0901**

- Application submission with initial premium
- Post-issue requirements (amendments, delivery receipts)
- Coverage changes
- Cancellation requests

**Long-Term Care Service Office  
7805 Hudson Road, Ste. 180  
Woodbury, MN 55125-1591**

- Overnight application submission only

**Sales Support  
Agency:**

**1-877-617-5589**

**Brokerage:**

**1-800-693-6083**

**sales.support@mutualofomaha.com**

Hours: 7:30 a.m. to 5:30 p.m. CT

- Appointments
- Contracting
- Licensing
- Proposals
- Sales and product support
- Marketing material

## **Case Manager**

Hours: 8 a.m. to 4:30 p.m. CST

- To identify, refer to welcome email
- New business service and status

## **Underwriting**

**1-800-551-2059**

**ltcunderwriting@mutualofomaha.com**

Hours: 8 a.m. to 4:30 p.m. CT

- Underwriting risk selection
- Pre-screen health conditions not available in our underwriting guide

**Long-Term Care  
Customer Service  
1-877-894-2478**

Hours: 7 a.m. to 5 p.m. CT

- Policy issue
- Customer service
- Billing and collection
- Claims