



GUIDE TO FILING A CLAIM

When crisis strikes, rest assured that Provident Claims Services, Inc., is prepared to respond with prompt, professional and efficient service to meet each of our client's needs. Provident Claims Services, Inc., is a third-party administrator that performs claim administration for AXIS Insurance Company.

24-Hour Accidental Death & Dismemberment

1. Complete the 24-Hour Accidental Death & Dismemberment First Notice of Claim (FNOC) form that is available online at providentclaims.com/claims.
 - If filing a dismemberment claim, the FNOC will be completed by the member and authorized member of the department. If filing an accidental death claim, the FNOC will be completed by the authorized member and beneficiary.
 - Enclose the following:
 - Provident Claims Services, Inc., or department specific Beneficiary Form, or notarized letter from Authorized member on department letterhead certifying there is no form.
 - Final Death Certificate with cause and manner of death indicated.
 - Fire & EMS reports for the incident or names of the responding agencies.
 - Autopsy, Toxicology, and Coroner reports.
 - Police report or name of responding agency/agencies.
 - Copies of all medical records related to the accidental death or dismemberment or names, addresses and phone numbers of all hospitals and providers who treated the member related to this incident.
 - Court documents naming the Administrator(s) or Executor(s) of the Estate along with the IRS/Department of Treasury document containing the estate ID number; if applicable.
2. Submit the completed PDF and additional information using one of the following methods:
 - Our Secure Upload Form found on providentclaims.com
 - Email to claims@providentclaims.com
 - Fax to (412) 963-0148
 - Mail to:
Provident Claims Services, Inc.
PO Box 38295
Pittsburgh, PA 15238