

Activity Accident Insurance Claims Procedures

Department: Human Resources
Revision Number: 4

Date: 10/01/2025
Audience: Internal/External

Scope

This process applies to all members of GSMH.

Purpose

The purpose of this procedure is to explain the steps for filing an Activity Insurance claim with Mutual of Omaha. Every participant of the Girl Scouts of the USA is automatically covered under the insurance plan during Girl Scout approved events. To ensure coverage of all registered members, the entire cost of the plan is paid for by the Girl Scouts of the USA. **There is no cost to the council or troop.**

See the Girl Scout Council Insurance Guide located at www.girlscoutsmoheartland.org or gsconnect for complete coverage benefit information.

How to File a Claim

1. The claim form (M18979) is prepared by the Girl Scout volunteer or another authorized person, usually one who was at the scene of the accident and familiar with the circumstances.
2. The parent/guardian of the injured participant or injured adult complete and sign appropriate sections of the form.
3. Volunteer or activity representative must complete and sign the front of the claim form as soon as possible reasonably possible. Be sure to provide all the information required to expedite processing and to avoid delay.
4. Submit an itemized billing complete with diagnoses, date(s) and procedure code(s).
5. Keep a copy of all documentation for your records.
6. Send the original to GSMH for validation along with any available bills for covered expenses which have been incurred. **Claims will not be processed without council signature.**

Human Resources Specialist
Girl Scouts of the Missouri Heartland
PO Box 10747
Springfield, Mo 65808

7. Upon receipt of claim GSMH will review the claim form for membership status, presence of bill(s), and that the activity information provided is sufficient to confirm the claim is for a Girl Scout related accident (or illness).
8. The appropriate GSMH staff member will sign the claim form.
9. GSMH will make and retain copies of the claim form and bill(s). The original claim form and supporting documentation will be mailed to:

Mutual of Omaha Insurance Company
Special Risk Services
PO Box 31156
Omaha, NE 68131

Questions on insurance claims should be referred to the above address or by calling 800-524-2324.

Girl Scouts of the Missouri Heartland, Inc.

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