

# Insurance Policy Checklist

By John F. Smith

- Services Covered
  - What is covered?
  - What is excluded?
  - Who is covered under the policy?
  - When are they covered?
  - Where are they covered?
  - What is the level of cover?
  - Does the policy offer a means for increasing benefits to account for expected future costs?
  - Does the policy have a maximum lifetime benefit?
  - How long do I have to wait before pre-existing conditions are covered?
  - What does the policy cost?
- Claims
  - How are claims filed?
  - Who files claims?
  - What is the excess if a claim is made?
  - How are claims paid or reimbursed? Do you have to pay up-front or will the payor pay the provider directly?
  - What is the procedure for filing a complaint or appealing a decision with which you disagree?
  - Does this policy coordinate benefits with other policies under which you or family members may be covered?
- Other
  - Can the policy be cancelled?
  - Will the policy cover you if you move to another area?