

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?