

Do you know what you need to know about....

## OUR LIFE INSURANCE BENEFIT?

By Jan Travers

I don't suppose that I am the only one making sure my affairs are in order for my family. As a 3-time estate executor, I have encountered many-a-problem that could have been easier with a little prep ahead of time. So, naturally I looked at my own record keeping and realized that I wanted to include a document in the file that will tell my family what to do to collect on the life insurance via CCPS. I didn't have a clue, truthfully. I was going to tell my daughter to contact my good friend Maureen who would figure it out for her!

So, I contacted the CCPS Benefits Specialist – currently Raynell McClung – and did a Q & A type of interview. Here's what I learned:

### Who should our family contact to initiate a claim?

Your family should contact the CCPS Benefits Specialist. I am currently serving in that role—Raynell McClung.

### What is the best way to reach you?

You can contact me by phone at \*\*443-550-8315\*\* or via email at [\\*\\*mcclungr@calvertnet.k12.md.us\\*\\*](mailto:mcclungr@calvertnet.k12.md.us).

### What information should be prepared before making contact?

Before we can release any information, we must first verify the identity of the beneficiaries. Please have the following ready:

- hard copy of the death certificate\*\*
- copy of the beneficiary's driver's license\*\*
- Updated contact information\*\* (phone number and address)
- Social Security numbers\*\* of the beneficiaries

If the life insurance claim is intended to cover funeral expenses, please contact me directly. We will assist with submitting the assignment for payment based on the life insurance policy on file.

### How can family members verify the coverage amount or update beneficiaries?

To update beneficiaries, contact the Human Resources department to request a \*\*Beneficiary Designation Form\*\*. Complete and return the form to the HR Benefits office. You may also request a \*\*benefit statement\*\* to confirm your current life insurance coverage amount.

### How is the payment made? Is it sent directly to beneficiaries or to the estate?

Payments are made directly to the \*\*listed beneficiaries\*\* on file. If no beneficiaries are living or listed, the payment may be directed to any surviving children.

### How long does the claims process typically take?

The process can take \*\*several weeks to a few months\*\*, depending on:

- Whether beneficiaries are on file
- The accuracy of contact information

- How quickly the required documents and forms are submitted

### Is there any other important information families should know?

Yes—please **\*\*keep your beneficiary information up to date\*\***. During such a sensitive time, we can only communicate with the beneficiaries listed on file. We are unable to share information with other family members or spouses not listed.

### Who should be contacted for help if you're no longer available?

If I am unavailable, please reach out to the **\*\*Human Resources department\*\*** for assistance.

I would like to add that the amount of coverage is quite variable. The year you began work was one of the factors, I recall. So, if you are unclear of your personal coverage amount, you might want to verify that so you can leave the information for your family and to be sure you have adequate insurance.

I hope this was helpful. I'm considering continuing a series of articles that are "Do you know what you need to know?" if you have questions or ideas!