



Quick Reference Guide to NGAUS Technician Insurance Administration

Billing Contact	
<p>Contact us at the following address or toll-free phone and fax numbers with your billing questions:</p> <ul style="list-style-type: none"> Premium Payroll Deduction Starts / Changes Premium Submission Billing Issues Adds/Changes/Deletes on insureds covered under this plan 	<p>Jeff Tomniczak, Account Representative ReliaStar Life Insurance Company Mail Stop 2N 20 Washington Ave South Minneapolis, MN 55401 ☎ 1-800-955-7736 Ext. 342-3155 ☎ FAX: 1-612-372-5301</p>
Term Life Insurance, Disability Insurance, and ValuLife Insurance	
<p>Technicians may contact us at the following address or toll-free phone and fax numbers with any Term Life, Disability, and ValuLife administration questions:</p> <ul style="list-style-type: none"> Change in beneficiary designations or other service type requests General policy and coverage questions 	<p>ReliaStar Life Insurance Company Mail Stop 2N 20 Washington Avenue South Minneapolis, MN 55401 ☎ 1-800-955-7736 Ext. 342-3155 ☎ FAX: 1-612-372-5301</p>
<p>To file a Life claim or discuss claim procedures:</p>	<p>ReliaStar Life Insurance Company Life Claims - P.O. Box 1548 Minneapolis, MN 55440 ☎ 1-888-238-4840</p>
<p>To file a Disability claim or discuss claim procedures:</p>	<p>ReliaStar Life Insurance Company Disability Claims – 300 Southborough Dr., Suite 200 Portland, Maine 04106-6914 ☎ 1-888-305-0602</p>
Universal Life	
<p>Technicians may contact us at the following address or toll-free phone and fax numbers with any Universal Life service requests:</p> <ul style="list-style-type: none"> Change in beneficiary designations or other service related requests Requesting policy loans General policy and coverage questions 	<p>ReliaStar Life Insurance Company Customer Service P.O. Box 122 Minneapolis, MN 55440-0122 ☎ 1-800-537-5024 Option #3 ☎ FAX 1-612-342-3051</p>
<p>To file a Universal Life claim or discuss claim procedures:</p>	<p>ReliaStar Life Insurance Company Life Claims - PO Box 1548 Minneapolis, MN 55440 ☎ 1-888-238-4840</p>
<p>For general questions and requests for additional enrollment or marketing material.</p>	<p>NGAUS Insurance Trust One Massachusetts Ave NW Washington DC 20001 1-888-642-8748 (1-888-NGAUSIT) www.ngaus.org</p>

The following are important items HRO's / CSR's should be aware of:

- CSR's must work closely with ReliaStar to ensure premium payroll deductions are correct. **If premium deductions are not kept current, the Technician's coverage may lapse.**
- CSR's will be notified when to begin **new** deductions as follows. TechLife and TechPay- HRO sends Open Enrollment form to CSR for their records. ReliaStar will follow up with the CSR to confirm approval of enrollment/application and to give deduction start dates and amounts.
- Premium Changes due to an age change:** Age changes will be automatically calculated by ReliaStar at the beginning of each year and the following Monthly Summary of Changes report will include the changes in premiums due to age changes. CSRs will enter the deduction changes into the Defense Civilian Pay System (DCPS), NGAUS INSURANCE screen.
- Premium Changes due to salary change:** Salary Change Reports which list what ReliaStar has for salary information will be sent out by ReliaStar once per year (usually November). HRO's / CSRs are responsible for reviewing these reports and returning the reports to ReliaStar with updated salary information. ReliaStar will then calculate correct premiums and notify CSR's (via Monthly Summary of Changes reports). CSR enters the appropriate deduction changes into DCPS.
- ReliaStar performs full reconciliations on technician premiums periodically. The DFAS NGAUS Interface Files are compared against ReliaStar records. Reports listing discrepancies are sent to the input sites. CSRs are responsible for reviewing reports and entering changes into the DCPS system.



Quick Reference Guide to NGAUS Technician Insurance Forms



State Open Enrollment Briefings	<u>Open Enrollment Forms:</u>	Form # 046639 in OH, SC, SD, TX. Form # 050079 OR in Oregon. Form # NGAUS-NGOEPR in Puerto Rico. Form # 46616 in NY. Form # 48830-NGOE in all other states.
New Enrollments (within 31 days of hire)	<u>Open Enrollment Forms:</u>	Form # 046639 in OH, SC, SD, TX. Form # 050079 OR in Oregon Form # NGAUS-NGOEPR in Puerto Rico. Form # 46616 in NY. Form # 48830-NGOE in all other states.
Late Enrollments (after 31 days of hire)	<u>Application Forms:</u>	Form # 41952 in OH, SC, SD, TX. Form # 47673 in Oregon. Form # NGAUS-APPPR in Puerto Rico. Form # 47030 in NY. Form # NGAUSAPP10-MN in all other states.
Applications for More Than Guaranteed Issue	<u>Application Forms:</u>	Form # 41952 in OH, SC, SD, TX. Form # 47673 in Oregon Form # NGAUS-APPPR in Puerto Rico. Form # 47030 in NY. Form # NGAUSAPP10-MN in all other states.
Mobilization/Demobilization	Request for Change Form	(Form# NG76)
Change of Address, Employment, or Input Site	Request for Change Form	(Form# NG76)
Change Deduction to Direct Billing	Request for Change Form	(Form# NG76)
Termination or Reduction in Coverage	Request for Change Form	(Form# NG76)
ValueLife – Termination of Coverage	Request for Change Form	(Form# NG76)
Loans or Surrender for Cash Value (Horizon Plus)	Request for Change Form	(Form# NG76)
Beneficiary Changes	Request for Change of Beneficiary Form	(Form# 007384)
Life Claims	See link to Claim Forms Library available at www.ngaus.org	
Disability Claims	See link to Claim Forms Library available at www.ngaus.org	
Waiver of Premium - Disability Claims	Waiver of Premium Disability Claim Forms Attending Physician's Statement	(Form# 171894 and 171895) (Form# 171893)
Life Conversions	Life Conversion Information Request Form	(Form# 147077)