

LTC Customer Access

Frequently Asked Questions

Q. How can customers access their LTC policy information online?

A. Mutual of Omaha's long-term care policyholders can now view and interact with valuable policy information via our Customer Access portal. Upon first use, the customer must register and create a UserID and Password.

For tips on helping clients with the registration process, [review this tutorial](#).

Q. What features are available on Customer Access?

A. Currently, you may view demographic information and policy details. A detailed break-down on what's available is listed below:

- Demographic Information
 - Name
 - Address
 - Emails
- Policy Overview
 - Premium Amounts
 - Policy Limits and Benefits
 - Claim Payment History
 - Customers have the ability to change their bill pay mode online. They can elect monthly, quarterly, semi-annual and annual modes
- Request a Duplicate Policy

Q. Can premiums be paid via Customer Access?

A. Not currently. However, additional functionality will be introduced in the future.

Q. Can producers and family members access the information?

A. No, the information available on Customer Access may only be accessed by the policyholder.

Q. How are new and existing long-term care policyholders being notified of the Customer Access portal?

A. A new policyholder receives the Customer Access flyer in their policy kit. If an existing policyholder calls our Customer Service line, a recorded message will play encouraging the caller to register their profile.

*As we implement additional enhancements, we will keep our policyholders and distribution partners informed.

Q. If my client has questions, who should they reach out to?

A. Depending on the nature of their question, customers should contact the following:

Initial Customer Access Registration

(800) 775-6000

Long-Term Care Customer Access Portal

7 a.m. to 5 p.m. CST

Web Portal Help Line: (800) 743-8389

Customer Service: (877) 894-2478*

Q. How does my client initiate a claim?

A. Call our dedicated Long-Term Care claims department at (888)-232-4597