



## Claim Filing Instructions for Income Continuation Insurance (ICI) Benefits

Wisconsin Department  
of Employee Trust Funds  
PO Box 7931  
Madison WI 53707-7931  
1-877-533-5020 (toll free)  
Fax 608-267-4549  
etf.wi.gov

An Income Continuation Insurance (ICI) claim should be filed by phone with ETF's third-party plan administrator. However, if you prefer to file a paper claim instead, please contact ETF to obtain the *Income Continuation Insurance (ICI) Paper Claim Form (ET-5352)*.

1. Call 1-800-960-0052 to file an ICI claim.
  - Indicate that you are *an employee of the State of Wisconsin* — not your actual employer (such as City of ABC or State Agency XYZ). This is because your ICI benefit is through the State of Wisconsin.
  - A customer service representative will collect some basic information including name, Social Security number, date of birth and current mailing address.
  - The customer service representative will also ask questions related to your absence, such as:
    - Employer, employer location, and any additional work-related information
    - Nature of the disability
    - Last day worked
    - Name, address and telephone number of your attending and/or treating physician(s)
  - Benefits cannot be paid for the period more than 90 days prior to the date you filed the claim by phone or the date ETF received a completed paper claim form (ET-5352).
  - A claim will be denied if received more than 12 months after the last day for which you were paid by your employer, as determined by the plan administrator.
2. The plan administrator will mail you an introductory packet that includes several forms for you to complete and explains how the program works. The packet explains what to expect while the claim is pending.
  - You must sign a medical release form and return it immediately. Note: The attending and/or treating physician(s), clinic or medical records department(s) may not release confidential medical information without your consent. The claim cannot continue processing until the plan administrator receives the medical release form.
  - It is extremely important for you to immediately receive treatment from a physician. "Physician" means a medical doctor, doctor of osteopathy or surgeon licensed to practice by a state within the United States of America. A licensed physician does not include you (as the claimant). For ICI claims, a physician also includes a licensed medical professional (for example, a podiatrist, dentist, nurse practitioner, physician's assistant or psychologist) who is acting within the lawful scope of his or her license and performs a service that is supervised by a licensed medical doctor, a doctor of osteopathy or surgeon (not required for D.P.M. or D.D.S.).
3. The plan administrator will send your employer the *Employer Statement (ET-5351)* form to complete and return.
4. The plan administrator will obtain medical information.
  - A registered nurse will contact the attending and/or treating physician(s) to obtain clinical information concerning your disability.
  - The nurse may work with your physician and employer to arrange a return-to-work plan for you, including modified hours or restricted duties.
5. The plan administrator will send you a written decision about your ICI claim.
  - The benefit will be paid only after the claim, medical information, and the employer statement form are received.
  - Payments are made on the first of each month for the prior month period.

**If you have questions** pertaining to benefit plan requirements, claim status, etc., contact the plan administrator at 1-800-960-0052. Representatives are available from 7:45 a.m. to 4:30 p.m. Central time, Monday through Friday, except state holidays. Callers may leave voice mail messages at any time.