

## HSC Basic/Voluntary Life and AD&D claim process document for HR Generalists

1. Employee's family member contacts HR Gen/Dept. to report the death of the employee
2. HR Gen obtains the date of death from employee's family member
3. HR Gen completes [Death Report Form](#) and mails the form with IDOC to Controller CO Solution Center [COSolutionCenter@ucsf.edu](mailto:COSolutionCenter@ucsf.edu)
  - Contact person for the Death Report is Catherine Healy Brock in the Payroll Office, 415-476-2886, [Catherine.healy@ucsf.edu](mailto:Catherine.healy@ucsf.edu)
4. HR Gen also sends the death report to Mickey Zeif at the School of Medicine – Academic Affairs
5. Upon receipt of the completed Death Report, the Controller's Office will notify the appropriate offices:
  - UC Benefits Office, Oakland
  - UCSF Chancellors Office
  - Insurance Carriers
6. Mickey Zeif will work with the HR Gen and Catherine Healy Brock to gather information to complete the Claim. The Generalist provides contact information and Catherine Healy provides the Death Certificate to Mickey when it arrives back to Payroll. Mickey will also include any pertinent documents, such as beneficiary allocation and legal documents if provided, when submitting the claim.