



STEP-BY-STEP GUIDE TO BENEFITS

MnFIRE HELPLINE
888-784-6634

1 for 24/7 live counselor

2 for Peer Support

3 to file a critical illness claim

4 for general inquiries

5 for department critical incident support

6 for benefits extension program questions



CRITICAL ILLNESS PROGRAM

All active Minnesota firefighters are eligible for MnFIRE's Critical Illness Program which provides a lump-sum cash payment up to \$20,000 after diagnoses of critical illnesses including cancer, post-traumatic stress disorder, heart attack and more.

TO MAKE A CONFIDENTIAL CRITICAL ILLNESS CLAIM:

1. Call 888-784-6634 and select Option 3 to speak to an agent at Securian and file a claim. Let Securian know you want to make a critical illness claim. Have the following information ready for the call:
 - Full name
 - Date of birth
 - Address
 - Social Security number
 - Employer – *tell the agent that your employer is "Minnesota Firefighter Initiative"*
 - Date of diagnosis
2. Once the claim is submitted, an examiner will send you a packet within a few days. Complete the necessary forms and submit to Securian as soon as possible.
3. Securian examiners decide whether the claim qualifies for a benefit. Once a claim is successfully submitted with all required documentation, the turnaround time is about 7-10 days.

You can be retired when you file a claim as long as the diagnosis was while you were active.



PEER SUPPORT

The MnFIRE Peer Support Program offers firefighters and their families a confidential, safe space to share what they're going through with fellow fire service community members. Peer supporters lend a listening ear for whatever you're facing at the fire station, on calls, at home and beyond.

TO GET CONNECTED WITH A MnFIRE PEER SUPPORTER:

1. Call 888-784-6634 and select Option 2.
2. You will be matched with a trained MnFIRE peer supporter who has a similar background based on your preferences – such as rank, size and type of department, gender and more.



NO-COST COUNSELING VISITS

Confidential help is available 24/7 over the phone for active firefighters and their families. MnFIRE's mental health providers offer trauma-informed care and understand the emotional health and stress unique to the fire service. Any member of a firefighter's household, including children living away from home, can access this resource, including up to five no-cost counseling visits per issue, per year (resetting on July 1).

TO ACTIVATE FIVE NO-COST VISITS WITH A MENTAL HEALTH THERAPIST:

1. Call 888-784-6634 and select Option 1.
2. The person answering will make a brief assessment to recommend a therapist in the network that meets your needs. You will then be given an authorization code to provide to the therapist for billing purposes. The therapist must be in the MnFIRE network.
3. Family members can also access five no-cost visits. They would follow the same procedure.

OTHER BENEFITS

ACCESS THE CALM HEALTH APP

Available at no cost to firefighters and their families, Calm Health has evidence-based programs to support mental health and physical well-being.



Please contact us at info@mnfireinitiative.com for the access code and log-in instructions.

ACCESS CRITICAL INCIDENT & CRISIS SUPPORT FOR YOUR DEPARTMENT

MnFIRE offers Critical Incident Stress Management (CISM) and crisis intervention services for fire departments following a critical incident or traumatic call. MnFIRE's crisis response team provides immediate support, guidance and space for firefighters to debrief and process the stress that can follow traumatic events. To access support for your department, take the following steps:

1. Call 888-784-6634 and select Option 5.
2. MnFIRE will collect some basic information about the situation and the crisis response team will follow up to schedule a visit with the department.
3. The crisis response team will determine the intervention(s) needed and organize follow-up calls or visits as needed.

EXTEND YOUR MnFIRE BENEFITS

Minnesota firefighters who leave or retire from the fire service can extend their MnFIRE benefits at a cost below market rate. This includes critical illness insurance, available for annual renewal up to age 70, and counseling visits for an additional year. You only have 45 days from the date you leave the fire service to enroll! Learn more and enroll at mnfireinitiative.com/extendmybenefits.