

How to file a claim for benefits:

Accident Insurance
Critical Illness Insurance
Hospital Indemnity Insurance
benefits



Group Number 738492

For certificate or policy holders of:

Accident Insurance
Critical Illness Insurance
Hospital Indemnity Insurance

FLEXIBLE
BENEFITS
FOR YOU



Questions about the claims process?

For **Accident, Critical Illness, and/or Hospital Indemnity Insurance** claims, call **Voya Employee Benefits Customer Service** at, **1-844-262-6042**

Online submission via the Voya Claims Center



Step 1: Visit <https://presents.voya.com/EBRC/stateofgeorgia> and click on "File a Claim."



Step 2: Complete the questionnaire.

This generates a custom claim form package for you.

- If you are filing a Wellness Benefit claim, the entire claim process is completed online during this questionnaire. Simply submit your claim at the end of the questionnaire.



Step 3: Download your claim form package, if applicable.



Step 4: Complete the form package, if applicable, or go to Step 5.

Have each form completed by the appropriate party, as outlined in the claim form package.



Step 5: Gather additional documents.

Collect any additional supporting documents, as instructed on the claim form "for you."



Step 6: Submit.

Using your preferred submission method, submit your completed and signed forms, as well as any supporting documents.

- To submit your claim **online** via a secure upload, visit voya.com/claims and click on Step 2, "Submit Your Forms."
- To **mail** or **fax** your submission, see the top of your custom claims form package.



Step 7: Monitor.

You can monitor your claim's status anywhere, any time by entering the claim number on the Online Claims Center at voya.com/claims. If your claim is approved, your benefit will be paid within 10 business days of the approval. For a complete description of your available benefits, conditions on benefit determination, exclusions, and limitations, see your certificate of coverage and any applicable riders.

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