

Filing a Wellness claim is as easy as 1, 2, 3



Making the claim submission process as easy as possible.

Did you know? 97% of surveyed employees said filing a claim with Voya was easy*. And the average turnaround time for a Wellness Benefit claim in 2020 was 1.6 days**. Follow the steps below to see how quickly and easily you can submit a claim.

DeKalb C.U.S.D 428
698997



Submit claim



Claim confirmed



Check status

Step 1

Visit the Voya Online Claims Center at voya.com/claims and click the orange button next to “Have a Wellness Benefit Claim?”

Step 2

No documentation or forms are generally needed for this type of claim. Enter your Social Security Number and answer the questions about your health screening test. You can also indicate whether you'd like to receive your benefit payment electronically or by check.

Step 3

Electronically sign and submit your Wellness Benefit claim. A confirmation number will be provided so you can check your claim status online at any time.

If you have any questions about the claim process, call **1-877-236-7564**

* Based on internal Voya data tracking customer claims satisfaction, January 1, 2021 – March 1, 2021. Approximately 97% out of a total of 3,193 respondents agreed that Voya made it easy to file their claim.

** Based on internal Voya claims data for Wellness Benefit claims processing time, filed from Jan 1-Dec 31, 2020. Turnaround time is defined as from the time the claim is in good order, until the benefit is paid.

The Wellness Benefit is included with Accident, Critical Illness and/or Hospital Indemnity Insurance coverage. It provides an annual benefit payment if you complete a health screening test on or after your coverage effective date.

This is a summary of benefits only. A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate of insurance and riders. All coverage is subject to the terms and conditions of the group policy. If there is any discrepancy between this document and the group policy documents, the policy documents will govern. Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Voya Employee Benefits is a division of ReliaStar Life Insurance Company. Product availability and specific provisions may vary by state or employer's plan.

©2021 Voya Services Company. All rights reserved. WLT250008884. 1676992

DeKalb C.U.S.D, 698997, Date Prepared 10/05/2022

176420-07012021

PLAN
INVEST
PROTECT

VOYA
FINANCIAL