

How to file a benefits claim



For certificate or policy holders of Accident, Critical Illness, and/or Hospital Indemnity Insurance Coverage.

Group Policy Name:
Coweta County Board of Education

Group Policy Number:
310531

Questions about the claim process? For Accident, Critical Illness, and/or Hospital Indemnity Insurance claims, call 1-877-236-7564.

Online submission via the Voya Claims Center



Step 1: Visit the online Claims Center at voya.com/claims or the Employee Benefit Resource Center at <https://presents.voya.com/EBRC/CCBOE> and click on “Start A Claim”.



Step 2: Complete the questionnaire.

This generates a custom claim form package for you.

- If you are filing a Wellness Benefit claim, this process is completed online during this questionnaire. No claim form is necessary. Simply submit your claim at the end of the questionnaire.
- You may be eligible for a formless claim submission, depending on the Supplemental Health coverage you have. Please follow the prompts on the claims center site for more information.



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.

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