

How to file a Wellness Benefit claim



Group Name:

Clty of New Braunfels

Group Policy Number:

706698

Covered Supplemental Health Insurance Products*:

Critical Illness

*This is not specific to individual coverage and does not confirm active coverage. Please contact your employer if you have any questions.

What is the Wellness Benefit?

The Wellness Benefit is part of your supplemental health insurance coverage and it provides an annual benefit payment after you complete a covered health screening test, whether or not there is any out-of-pocket cost to you. Covered health screening tests under the Wellness Benefit include COVID-19. You only need to complete one health screening test, and may only receive a benefit payment once per year, even if you complete multiple health screening tests.

You may also receive a benefit payment for your spouse and/or children if they are covered for the Wellness Benefit and complete a health screening test

Step 1

Visit the Voya Claims Center at voya.com/claims. Click on “Start A Claim” and select “Wellness” from the tiles.

Step 2

Complete the questions regarding the health screening test. If your screening test is not listed in the drop-down menu, select “other” and enter your screening test.

Step 3

Electronically sign and submit your Wellness Benefit claim. A claim number will be provided for your reference, as well as the option to save the form for your records.

Step 4

By entering the claim number, you can then check the status of the claim with accessible, real-time monitoring by visiting the Online Claims Center at voya.com/claims. If the claim is approved, you should receive the paid benefit 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 insurance and any riders.

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

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. To keep coverage in force, premiums are payable up to the date of coverage termination. Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Provisions and availability may vary by state.

City of New Braunfels, 706698

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