

How to file a claim for benefits



For certificate or policy holders of:

Critical Illness Insurance and/or Hospital Confinement

Group Policy Name:
The George Washington University

Group Policy Number:
739553

Reminder!

Critical Illness Insurance includes an annual \$50 Wellness Benefit for each covered individual on your plan. File a claim.

Questions about the claims process?

For **Critical Illness, and/or Hospital Confinement 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 [EBRC - \(voya.com\)](https://voya.com) and click on "Start A Claim".



Step 2: Complete the questionnaire.

This generates a custom claim form package for you.

- 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.



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 insurance and any riders.

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