

Filing Accident and Critical Illness Claims with Voya

WELLNESS CLAIMS

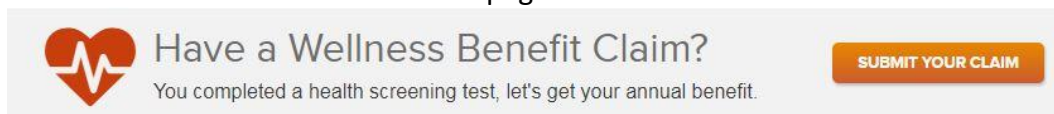
Your wellness benefit under VOYA is \$50 per person for Accident Insurance (up to \$200) and \$100 per person for Critical Illness (up to \$400). If you file a wellness accident claim this year, in your 2nd year it will increase from \$50 to \$100 per person.

ACCIDENT AND ILLNESS CLAIMS

If you have had an accident or illness that qualifies under your policy, you must file a claim with Voya in order to receive your payments. Details can be found here on eligible benefits under the [Accident Policy](#) and the [Critical Illness](#) policy.

Below are the basic steps for filing a claim:

1. Go to <https://claimscenter.voya.com>
2. To file an **accident or illness claim**, you click on "start a claim". To file a **Wellness Claim**, you click "submit your claims" next to the heart at the bottom of the page:



3. You **do not login** for accident/critical illness claims and you do **not need to submit any documentation for wellness claims**.

For wellness claims you will need:

- **Name, dob, social of employee and claimant (if not employee)**
- **Doctor's name, phone, and address**
- **Date of service**
- **Type of test conducted (annual physical, biometric screening, colonoscopy, mamogram, cancer screening, EKG, A1C, cholesterol test, routine dental exam, routine vision exam, plus others...)**

For Accident and Illness claims you will also need documentation from your medical provider that verifies the diagnosis/treatment for which you are filing the claim.

Check your email for your CLAIM number. This will be the only way to check the status of your claim (you cannot "login" to the site for accident or critical illness claim status).

You can choose to have your money direct deposited into your account or have a check sent to your attention.

If you don't know whether you are enrolled in Accident or Critical Illness or both, you can login to your account at cocbenefits.com or call 866-477-1604 to review your coverages.