

How to file a benefits claim



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

Group Policy Number:
731072

Online submission via the Voya Claims Center



Step 1: Visit <https://presents.voya.com/EBRC/UWH> and click on “File 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.



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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Group #731072, Date Prepared: 08/10/2022

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175254-08152021

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