



# OPTIONS FOR FILING SUPPLEMENTAL HEALTH INSURANCE AND/OR WELLNESS BENEFIT CLAIMS

**ACCIDENT INSURANCE • CRITICAL ILLNESS INSURANCE  
HOSPITAL INDEMNITY INSURANCE • WELLNESS RIDER BENEFITS**

## **A STEP-BY-STEP GUIDE TO SUBMITTING A CLAIM**

You put protection in place for a reason and Transamerica is here when you need it most. With several ways to file, you can choose the one that works best for you.

### **INFORMATION YOU'LL NEED HANDY TO FILE A CLAIM:**

Insured's Name       Date of Birth       Social Security Number       Employer Name

### **SUBMIT A CLAIM ONLINE:**

This is the preferred method to ensure accuracy and ability to track claim status.

- Log in to [transamerica.com/mybenefits](https://transamerica.com/mybenefits). If you're not registered, click "**CREATE ACCOUNT**"
- Click on the policy you're using to file a claim
- Once inside the policy's contract details, click on claims, then on the specific type of claim you want to file
- Complete all requested information (if your claim requires a specific form, it will be provided on the back page)
- Print a copy of your claim submission for your records

See **Page 2** for the different types of claims and submission methods available.

## OTHER CONVENIENT WAYS TO FILE A CLAIM:

In addition to filing online (recommended option), you have other options depending upon the type of claim you are filing.



**Online:** [transamerica.com/mybenefits](https://transamerica.com/mybenefits)



**Email:** [selfadminclaims@transamerica.com](mailto:selfadminclaims@transamerica.com)



**Phone:** 855-244-8318



**Fax:** 855-604-5205











**Mail:** Transamerica — Claims  
PO Box 219  
Cedar Rapids, IA  
52406-0219











**Hours:**  
Mon-Thu: 7 a.m. to 5:30 p.m. CT  
Fri: 7 a.m. to 5 p.m. CT

## DO YOU HAVE THE DOCUMENTS YOU NEED TO FILE A CLAIM?

Having all your documents together helps make submitting a claim a smoother process. Look below to see the documentation needed for each type of claim. The colored icons in the top right corner of each section below, shows the available options for filing a claim: red for online, purple for email, blue for phone, dark blue for fax, and green for mail.

Wellness Rider    
<ul style="list-style-type: none"><li>• Date wellness services were provided</li><li>• Care provider's contact information</li><li>• List of services provided</li></ul>
Critical Illness Insurance    
<ul style="list-style-type: none"><li>• Completed claim form</li><li>• Positive pathology report from doctor for initial claim (when filing claim for cancer)</li><li>• Discharge summary (if hospitalized)</li></ul>

Accident Insurance    
<ul style="list-style-type: none"><li>• Ambulance statement (if applicable)</li><li>• Completed claim form</li><li>• Proof of accident treatment with diagnosis (such as hospital discharge summary or statement)</li><li>• Police report (if applicable)</li><li>• Proof of follow-up treatment with diagnosis</li></ul>
Hospital Indemnity Insurance    
<ul style="list-style-type: none"><li>• Completed claim form</li><li>• Itemized statements</li><li>• Police report (if applicable)</li></ul>

Insurance products **underwritten by Transamerica Life Insurance Company (TLIC), Cedar Rapids, IA or Transamerica Financial Life Insurance Company (TFLIC), Harrison, NY.** TFLIC is licensed to conduct business in New York. TLIC is authorized to conduct business in all other states.