

# How to file an insurance claim

ReliaStar Life Insurance Company, Minneapolis, MN  
A member of the *Voya*<sup>®</sup> family of companies



For certificate holders of Critical Illness and or Hospital Confinement Insurance.

Group Policy Name:  
**Metropolitan School District of Wayne Township**

Group Policy Number:  
**0069617-0**

<https://claimscenter.voya.com/static/claimscenter/>

**Tip:** When filing a wellness benefit claim you will need to check the box for Critical Illness. Use group# 00696170 and leave policy# field blank.

## Online submission via the *Voya* Claims Center

**Step 1 - Visit** <https://claimscenter.voya.com/static/claimscenter/> and click on “Start A Claim”.

**Step 2 - Complete the questionnaire.**  
This generates a custom claim form package for you.

**Step 3 - Download your claim form package.**  
(If needed based on claim type and submission method)

**Step 4 – Complete the form package.**  
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 you’re completed and signed forms, as well as any supporting documents.

- To submit **online** via a secure upload, visit *Voya.com* and click on “Contact & Services”, then “Upload a Claim”.
- To **mail** or **fax** your submission, see the top of your custom claims form package.

Wellness claims can also be submitted online at <https://claimscenter.voya.com/static/claimscenter/>

## Questions about the claim process?

For assistance contact *Voya* claims at 877-236-7564

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Metropolitan School District of Wayne Township, Group #0069617-0 -Date Prepared: 10/11/2019