

# How to file an insurance claim

ReliaStar Life Insurance Company, Minneapolis, MN  
A member of the Voya® family of companies



For certificate or policyholders of Compass Accident Insurance, Critical Illness Insurance, Hospital Confinement Indemnity Insurance, and Whole Life Insurance

Group Policy Name:  
Baystate Health

Group Policy Number:  
0031329-7

## Online submission via the Voya Claims Center

### Wellness Claims

**Step 1** - Visit the [voya.com/claims](http://voya.com/claims) and click on the “Submit Your Claim” in the center of the screen.

**Step 2** - Check all coverages that you are enrolled in (Accident, Critical Illness, and/or Hospital Confinement).

**Step 3** - You will need your SSN, Insurance Policy Information (Group Number 31329-7), and Banking information if Electronic Funds Transfer is elected for your payment method.

**Step 4** - Complete the online questions

**Step 5** - Submit Claim

### Accident, Critical Illness, Hospital Confinement Indemnity and Whole Life Insurance

**Step 1** - Visit the [voya.com/claims](http://voya.com/claims) and click on “Get Started”.

**Step 2** - Complete the questionnaire.

This generates a custom claim form package for you.

**Step 3** - Download your claim form package.

**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 your completed and signed forms, as well as any supporting documents.

- To submit **online** via a secure upload, visit [Voya.com/claims](http://Voya.com/claims) and click on “Upload Documents”.
- To **mail** or **fax** your submission, see the top of your custom claims form package.

### Questions about the claim process?

For Whole Life, Accident, Critical Illness, Hospital Confinement Indemnity Insurance or Wellness, call 1-888-238-4840.

Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Voya Employee Benefits is a division of ReliaStar Life Insurance Company. Product availability and specific provisions may vary by state.

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