

How to File a Critical Illness Claim



Simple, easy, convenient

To improve your claims experience, your employer has contracted with Reliance Standard Life Insurance Company and Matrix Absence Management to administer your Critical Illness claims. This document explains how to file a Critical Illness claim.

HOW TO REPORT A CLAIM

Timely reporting of your claim is critical for approval of your benefits. It's easy to file a claim 24/7/365 via mobile app, web, or by phone (see Step 1 below). Just take the following steps:

STEP 1:	POLICY NUMBER VCI 850101 There are three options to file a claim: <ul style="list-style-type: none">• On the Internet at www.matrixabsence.com (If you're accessing our web portal for the first time, you will need to set up an account)• You can call (877)202-0055 (Be ready to provide your personal, job, illness/injury and provider information)• Download the Matrix Mobile App using the QR code provided; or by searching Matrix eServices Mobile in your smartphone or tablet's app store (iOS or Android)
STEP 2:	Submit the requested documentation for claim processing.



ANDROID



iOS

WHAT TO EXPECT NEXT

Benefit eligibility is confirmed

Within five business days of filing your claim, you will be notified (by your choice of Email, Mail or Telephone) whether you are eligible for the requested benefit.

Initial decision is made

Once all the pertinent information has been obtained, we will make an initial determination regarding your request. A Critical Illness claim decision will be made upon receipt of the information and will be based on the plan definition as outlined in the policy.



www.reliancestandard.com

Earnings and eligibility are defined per the policy and/or the summary plan description filed with and/or by your employer. This document is only a guide. All claim decisions will be made in accordance with the applicable policy or plan provisions. Reliance Standard Life Insurance Company is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY.