Service Guide for Policyholders

Colonial Life®
Making benefits count.

The Policyholder Website: My Colonial Life

Go to coloniallife.com, click on Sign Up and complete a short registration. As a member of My Colonial Life, you can:

- File a wellness claim.
- Check on the status of your claim.
- Check your policy information.
- Download claims and service forms.
- Keep your contact information updated.

Claims Information

How to File a Wellness Claim

- For wellness screenings within 12 months of the date you are filing the claim, go to **coloniallife.com**, log in to the policyholder website and click on **File a Wellness Claim Online.** Or you may use the automated customer service center at **1.800.325.4368.**
- For wellness screenings over 12 months from the date you are filing the claim, go to **coloniallife.com**, click on **File a Claim**, followed by **Health/Wellness Claim (over a year old).** Complete and submit the claim as the form instructs. Be sure to review and sign all pages where indicated.

How to File Disability Claims

- Where indicated on the form, be sure to:
  - Have the doctor verify the dates of disability and furnish dates of treatment on the form where indicated.
  - Have the employer confirm the dates missed from work.
- Read and sign the claims authorization page. We cannot obtain additional information for your doctor without proper consent.
- Submit your claim:
  - **Fax the completed form to 1.800.880.9325.** Include your name and Social Security number on each page of your fax as indicated. If you fax the claim, you do not need to mail the original document to us; keep it for your records.

    OR
  - Mail the completed forms to Colonial Life (see contact us section of this document).

How to File Other Claims

- All claims:
  - Visit **coloniallife.com,** click on **File a Claim.**
  - Complete the sections of the claim form that apply to your specific claim. Be sure the information includes a diagnosis from your doctor, along with copies of any appropriate medical bills. Make sure you sign and date the certification and the authorization portion of the claim form.

Optional Services

The first page of Colonial Life's claim forms explains optional services that may be utilized by initializing on the blanks provided.

The options include:

- Authorizing Colonial Life to release information to your benefits counselor, plan administrator or family member.
- Authorizing Colonial Life to communicate claims information via electronic messaging to your home phone number.
- Send any applicable claim benefits by overnight delivery and deduct the fee from your claim payment.

Resolving Your Claim

- When we receive information regarding your claim, you will be notified by telephone or email.
- If you selected the electronic messaging option, you will receive a call once the claim is processed.
- We will notify you by letter if we need any additional information from your doctor or any other source(s). We welcome your assistance in encouraging your doctor to provide the needed information as quickly as possible.

Important Reminders

- When mailing the claim form or other information, please keep a copy of your information for your records.
- If you want us to send any applicable claim benefits by overnight delivery and deduct the fee from your claim payment, check the overnight line in the "Optional Service" section of the claim form.

Ongoing Claims

Total disability benefits provided by your coverage are based on disability information submitted on your claim form.

Because Colonial Life cannot pay benefits for time you have not yet missed from work, you may be asked to provide verification of your ongoing disability and the dates you are unable to work. All disability dates must be confirmed by your doctor and your employer. Please include medical treatment dates on your claim form.

Contact Us

Online

coloniallife.com

Log in to the policyholder website to send us an Email.

Telephone

800.325.4368. Call Center representatives are available Monday through Friday, 8 a.m. – 8 p.m. Eastern Standard Time. Automated service information is available 24/7, 365.

Please have your Social Security or your policy number ready when you call.

Hearing-impaired customers who have TDD (Telecommunications Device for the Deaf), please call 1.803.798.4040.

Mailing Address

Colonial Life Service Center
P.O. Box 100195
Columbia, SC 29202-3195

Colonial Life®
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Colonial Life
1200 Colonial Life Boulevard
Columbia, South Carolina 29210
coloniallife.com

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