

Doctor's Office Visit Claims Checklist

HAVE THIS INFORMATION HANDY TO IDENTIFY YOUR POLICY:

- Name and date of birth
- SSN
- Address

HERE'S A LIST OF COMMON ITEMS YOU MAY NEED TO FILE A CLAIM:

- Claimant's name, date of birth and SSN (if other than primary insured)
- Date of visit and physician/facility details
- Copy of bill(s)
- If your policy covers prescription drugs provide pharmacy information, date prescription was filled and prescription number
- Copy of receipts for each prescription

OTHER WAYS TO FILE A CLAIM:

Fax: 1.800.880.9325

Mail: P.O. Box 100195, Columbia, SC 29202

Colonial Life is committed to providing you, our valued customer, a market-leading claims experience. We look forward to serving you on coloniallife.com.

Register on **coloniallife.com** so you can:

View benefit details

- Here you'll find a copy of your policy to see what's covered and benefit amounts

Track your claim

- Follow your claim from start to finish and receive alerts if we need additional information



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and receive
payment faster

This checklist is intended to assist the insured when filing claims and does not constitute a guarantee of claims payments or act as an all-inclusive list. Documentation requirements vary by type of claim; please review requirements for your claim(s) carefully.