

Sickness Claims Checklist

HAVE THIS INFORMATION HANDY TO IDENTIFY YOUR POLICY/CERTIFICATE:

- Policy owner's name and date of birth
- Policy owner's SSN
- Policy owner's address

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

- Date symptoms and/or condition began
- Description of symptoms and/or condition
- Primary doctor information and treating doctor information (if different)
- Diagnosis from your doctor
- Bills or proof of treatment for surgery
- If there was a hospital stay, include hospital bill which includes Date/Time admitted and Date/Time discharged or the **Hospital Confinement Rehabilitation Confinement Form**
- If surgery or diagnostic procedure was performed, include bill with procedure code or the **Surgery/Diagnostic Procedure Form**

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/certificate 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



Sign up for
direct deposit
and receive
payment faster

This checklist is intended to assist policyholders 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.

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