



# Policyholder Service Guide

At Colonial Life, our goal is to give you an excellent customer experience that is simple, modern and personal.

## Getting started

The easiest way to manage your business with us is through the My Colonial Life policyholder section of ColonialLife.com.

### To sign up for the website:

1. Visit **ColonialLife.com**.
2. Click **Register** at the top right.
3. On the sign-up page, click **Join the Policyholder Website**.

After providing some basic information, you'll be ready to go.

## Consider your options

Whether online or by phone, we'll provide the service you need.

Need	ColonialLife.com	800-325-4368
Submit your claim using our eClaims system	✓	
File health screening/wellness and doctor's office visit claims (up to 18 months)	✓	✓
Check the status of your claim	✓	✓
Review, print or download a copy of your policy/certificate	✓	
Access claim and service forms	✓	✓
Update your contact information	✓	✓
Access your claim correspondence	✓	
Complete a notification for a life claim	✓	✓

## Filing claims

### eClaims

With the eClaims feature on ColonialLife.com, you can file claims online by simply answering a few questions and uploading your supporting documentation. You're able to spend less time on paperwork, and we're able to process your claim faster.

- With eClaims, you can file most claims online, including:
  - Accident
  - Hospital confinement indemnity
  - Disability
  - Critical illness
  - Cancer
  - Vision\*
- You can access eClaims through your computer or mobile device and upload any required supporting documentation.
- Once you're logged in to ColonialLife.com, visit the Claims Center and select **File an Online Claim** to get started.





## Contact us

### Online

ColonialLife.com

Log in and click on  
Contact Us to email us.

### Telephone

1-800-325-4368

Contact Center representatives  
are available Monday through  
Friday, 8 a.m. to 8 p.m. ET.

Information is available  
24/7 through our automated  
phone system.

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

### Hearing-impaired customers

Customers with a  
Telecommunications Device  
for the Deaf (TDD) should call  
803-798-4040.

If you do not have a TDD,  
call Voiance Telephone  
Interpretation Services at  
844-495-6105 to reach us.



ColonialLife.com

## Health screening/wellness claims

- The quickest way to receive the applicable benefits for your health screening/wellness services is to file online.
- For health screening/wellness claims within 18 months of the date you are filing the claim, click on **File a Wellness Claim Online** on the Claims Center page. If you do not want to file online, you can use the automated customer service center at 1-800-325-4368.
- For health screening/wellness claims over 18 months, you'll be directed to print out a paper claim form under the claims and service forms section on the Claims Center page.

## Paper claims

- If you don't want to file online, download the form you need by visiting the Claims Center page on ColonialLife.com and clicking on **claims and service forms**.
- For instructions on how to correctly complete your claim form, view the claims videos on the Claims Center page.
- Be sure that you complete all sections of the claim form. Also, include a diagnosis from your doctor, along with copies of any appropriate bills, if required.
- Keep a copy of your claim information for your records.
- When we receive information regarding your claim, you'll be notified by telephone or email. If you select the electronic messaging option, you'll receive a call when the claim is processed.

## Claim tips and information

- When submitting your claim, make sure to include all required supporting documentation, as this will allow us to process your claim quicker.
- To view correspondence pertaining to your claim, visit ColonialLife.com. Once you log in to your secure account, select **My Correspondence** from the home page.
- Whether you submit your claims online or by paper form, you can select optional services that authorize us to:
  - Communicate claims information via electronic messaging to your phone number.
  - Send claim benefits overnight by deducting a fee from your claim payment.
  - Release information to your benefits representative, plan administrator or family member.

**You can always check the status of your claim on the My Colonial Life site at ColonialLife.com.**

\*Applicable to vision rider on the individual dental plan

©2016 Colonial Life & Accident Insurance Company, Columbia, SC | Colonial Life insurance products are underwritten by Colonial Life & Accident Insurance Company, for which Colonial Life is the marketing brand.

4-16 | 43233-37