

Claims Checklist & FAQ

Wellness Benefit

Ready to file a claim?

Equip yourself with helpful information and documentation before you get started.

Information you'll need:

- Employer or Group name
- Group number (optional, but speeds up the process)
- Employee name
- Employee birthdate
- Employee Social Security number
- If the claim is for a spouse and/or child, you'll also need:
 - Spouse/child's name
 - Spouse/child's birthdate
 - Spouse/child's Social Security number

Questions you'll answer:

- Date of visit
- Type of screening test
- Name of medical provider

No documentation or forms are generally needed for this type of claim. Go the Voya Claims Center and complete the online claim form.

What kinds of health screening tests are covered?

The Wellness Benefit provides an annual benefit payment if you complete a health screening test, whether or not there is any out-of-pocket cost to you. You only need to complete one health screening test, and may only receive a benefit payment once per year, even if you complete multiple health screening tests. You may also receive a benefit payment for your spouse and/or children if they are covered for the Wellness Benefit and complete a health screening test. For a complete description of your available benefits, exclusions and limitations, see your certificate of coverage and any riders.

Health screening tests covered by the Wellness Benefit include, but are not limited to:

- Immunizations
- Routine eye exams
- Annual physical exams (adults)
- Mammography
- Routine dental exams
- Biometric screenings
- Colonoscopy
- Bone density screenings
- And more

ReliaStar Life Insurance Company (Minneapolis, MN) and
ReliaStar Life Insurance Company of New York (Woodbury, NY),
members of the Voya® family of companies

Additional FAQs

Can I receive more than one Wellness Benefit payment per year?

You are limited to one benefit payment per covered person, per eligible product, per calendar year. A maximum amount payable for all covered children in one calendar year may apply. One health screening can be used to satisfy the requirement for any insurance under which you are also covered by the Wellness Benefit. For a complete description of your available benefits, exclusions and limitations, see your certificate of insurance and any riders.

Do I need to submit documentation or results related to my screening test?

No, you do not need to submit documentation or results. Go to the Voya Claims Center and complete the online claim form with the required information.

For a complete description of your available benefits, conditions on benefit determination, exclusions and limitations, see your certificate of insurance and any riders.



Get started now

Start your claim at voya.com/claims

You may need to copy/paste "voya.com/claims" into your preferred browser to start the claim process

This is intended to be used for information purposes only and does not indicate eligibility for a benefit. Filing a claim may require any necessary medical records or proof of claim as determined during the review process. This is a summary of benefits only. A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate(s) of insurance and riders. All coverage is subject to the terms and conditions of the group policy. If there is any discrepancy between this document and the group policy documents, the policy documents will govern. Insurance products are issued and underwritten by ReliaStar Life Insurance Company (Minneapolis, MN) and ReliaStar Life Insurance Company of New York (Woodbury, NY). Within the State of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product provisions and availability may vary by state or employer's plan.

©2021 Voya Services Company. All rights reserved. WLT250007584. 1494371
213330-04152021