

We're here to help

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Question

How do I file a Wellness benefit claim and what is the process?

Answer

Wellness Benefit claims can be submitted in any of the following ways.

- Contact us at 800-541-7846 to file the claim via phone.
- Complete the [online form](#) from Guardian Anytime.
- Submit a completed paper claim form by mail or fax (details are located on the claim form).
- Scan and upload a completed paper claim form through the Secure Channel link on the [Guardian Anytime Login](#) screen.

How long is the claim processing time?

Each claim is evaluated based on its own merit, and the time needed to reach a decision will vary depending on the quality of the information supplied. We make most claim decisions within 2-4 business days, provided all information is supplied timely.

If the claim is approved and the payment is processed, the check is mailed 2 business days after the processing date. The mail time can take up to 10 business days.

View Claim Status in Guardian Anytime

- Navigate to the My Claims tab.
- Claims/EOBs for the past 30 days will automatically display.

- For claims/EOBs over 30 days old, utilize the advanced search option.
 - Choose the name from the patient drop down and the coverage from the coverage type drop down (the other fields can be left blank) then click search.
- The letters and EOBs can be accessed by clicking the letter and EOB links.

Note: Due to privacy laws, spouses, and dependents over the age of 18 will need to create their own account as a dependent to view their claim information.

Is this information helpful?



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