



## WELLFLEET WORKPLACE WELLNESS CLAIMS FAQ

### HOW DO I FILE A WELLNESS CLAIM WITH WELLFLEET WORKPLACE?

Submitting a wellness claim with us is easy! Simply follow the steps outlined below.

1. Choose how to submit your claim:



#### Online portal

**Register or Sign In:**  
WellfleetWorkplace.  
com/register



#### Email

workplaceclaims@  
wellfleetinsurance.com



#### Phone

(855) 664-5838  
8:30 A.M. to 5:00  
PM EST



#### Mail

Wellfleet Insurance  
Company  
P.O. Box 15769  
Springfield, MA 01115



#### Fax

413-452-5486

2. Complete the claim form found at [Wellfleetworkplace.com/forms](http://Wellfleetworkplace.com/forms), when submitting via email, mail, or fax, or simply answer a few questions, when filing online or by phone.

### WHAT INFORMATION DO I NEED TO FILE A WELLNESS CLAIM?

For all claim types, you will need to provide personal information about each claimant, including:

- Date of birth
- Social security number
- Insurance policy information
- Mailing address
- Banking information (for those wanting direct deposit benefit payments)
- Screening test type\*
- Supporting information, including provider, patient's name, date of test(s) and exam performed



## HOW DO I GET PAID?

Once your completed claim form and any additional documentation has been received, processed and approved you will be paid the total benefit amount listed on your policy details.

## HOW LONG DOES IT TAKE TO PROCESS A CLAIM?

Health Screening Benefits submitted telephonically are usually processed within 1 business day. Claims submitted online, or via email, US mail or fax, have a standard turnaround time of 2 business days, upon receipt.

## WHO PROVIDES MY COVERAGE?

Your coverage is provided by Wellfleet, a Berkshire Hathaway company.

\*Eligible health screening tests include but are not limited to (check your policy for your comprehensive list):

Abdominal aortic aneurysm ultrasound	Cytology smear	Pap smear
Annual examinations for adults	Dermatological screenings for skin cancer	Pneumonia immunization
Aortic ultrasound	Double contrast barium enema	PSA (blood test for prostate cancer)
Blood test for triglycerides	EKG	Serum cholesterol HDL/LDL
Bone density screening	Fasting blood glucose test	Serum protein electrophoresis (blood test for myeloma)
Bone marrow testing	Fasting plasma glucose	Sports physicals
Breast MRI	Fecal DNA testing	Stress test
Breast thermograph	Fecal immunochemical testing	Tetanus
Breast ultrasound	Flexible sigmoidoscopy	Thermography
CA 125 (blood test for ovarian cancer)	Flu vaccination	Thin prep pap test
CA 15-3 (blood test for breast cancer)	Genetic screening testing for medical diagnosis and treatment	Transvaginal ultrasound
Carotid ultrasound	Hemocult stool analysis	Two-hour post load plasma glucose
CEA (blood test for colon cancer)	Hemoglobin A1C	Virtual colonoscopy
Chest x-ray	Hepatitis B immunization	Well child visits
Chicken pox immunization	HPV immunization	
Colonoscopy	Mammography	
Concussion baseline testing	Meningitis immunization	
COVID-19 vaccination	MMR immunization	
CT Angiography	Myocardial perfusion imaging	

## WHAT IF I HAVE QUESTIONS?

We're here to help! For questions, give our Customer Care Team a call at **(855) 664-5838** Monday – Friday, 8:30 a.m. – 5:00 p.m. EST; or email [workplaceclaims@wellfleetinsurance.com](mailto:workplaceclaims@wellfleetinsurance.com)

Submission of a claim does not guarantee payment.

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