

# BRIGHTER TOMORROWS

## START TODAY

### A STEP-BY-STEP GUIDE TO SUBMITTING A CLAIM

You put protection in place for a reason, and it's important for you to know how to access your benefits. Transamerica is there for you every step of the way. With several ways to file, you can choose the one that works best for you. Customers can download forms at [transamerica.com/employee-benefits/your-employee-benefits](https://transamerica.com/employee-benefits/your-employee-benefits) and submit a claim either online, by email, phone, mail, or fax.



#### Online\*

1. Log in at [transamerica.com/employee-benefits/your-employee-benefits](https://transamerica.com/employee-benefits/your-employee-benefits). If you're not registered, click "**CREATE ACCOUNT**" and use your contract (certificate or policy) number and personal information, including Social Security number, to register.
2. Click on the policy you're using to file a claim.
3. Once inside the policy's contract details, click on claims, then on the specific type of claim you want to file.
4. Complete all requested information. If your claim requires a specific form, it will be provided here.
5. Print a copy of your claim submission for your records.



#### Email

1. Email claim documents to: [tebclaimsscanning@transamerica.com](mailto:tebclaimsscanning@transamerica.com).
2. Include the insured's name and policy/certificate number.
3. You will receive an email acknowledgment of receipt.



#### Phone

1. Contact the Transamerica Claims Customer Service Department at **888-763-7474**.
2. Be ready to provide all claim information.



#### Fax

- Fax claim documents to **866-586-6528**.
- Include the insured's name and policy/certificate number.
- All documents should be clear and readable.



#### Mail

- Mail completed claim documents to:  
**Transamerica - Claims, PO BOX 219 Cedar Rapids, IA 52406-0219**
- Include the insured's name and policy/certificate number.

\*preferred method — online filing ensures accurate claim submission and lets you track your claim status at [transamerica.com/employee-benefits/your-employee-benefits](https://transamerica.com/employee-benefits/your-employee-benefits)

#### Questions About Claims?



[tebcustresp@transamerica.com](mailto:tebcustresp@transamerica.com)



**888-763-7474**

Mon-Thu: 7 a.m. to 6 p.m. CT  
Fri: 7 a.m. to 5 p.m. CT



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## Do you have what you need to file a claim?

Having all your documents together helps make submitting a claim a smoother process. Look below to see the documentation needed for each type of claim. Please include the insured's name and Social Security number on all claims.



<b>Wellness</b> <span style="float: right;">● ● ● ● ●</span>	<b>Disability</b> <span style="float: right;">● ● ● ● ●</span>
<ul style="list-style-type: none"> <li>▪ Date wellness services were provided</li> <li>▪ Care provider's contact information</li> <li>▪ List of services provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Police report (if applicable)</li> <li>▪ Discharge summary from hospital (if ER involved)</li> <li>▪ Employer's first report of injury (if an on-the-job accident)</li> </ul>
<b>Critical Illness</b> <span style="float: right;">● ● ● ● ●</span>	<b>Cancer</b> <span style="float: right;">● ● ● ● ●</span>
<ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Positive pathology report from doctor for initial claim (when filing claim for cancer)</li> <li>▪ Discharge summary (if hospitalized)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Positive pathology report from doctor for initial claim</li> <li>▪ Itemized statements from care providers showing procedure codes, descriptions, treatment, and charges</li> <li>▪ Blood, chemotherapy, and radiation treatment statements</li> <li>▪ Explanation of Benefits from your major medical insurance company or summary notices from Medicare or Medicaid</li> </ul>
<b>Supplemental Medical Expense (TransConnect®)</b> <span style="float: right;">● ● ● ● ●</span>	<b>Notification of Death</b> <span style="float: right;">● ● ● ● ●</span>
<p>If benefits are to be paid to provider, the provider should file the claim to receive benefits. If benefits are to be paid to you, we will need:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form or itemized statements from care providers showing diagnosis and procedure codes</li> <li>▪ Primary healthcare plan provider's Explanation of Benefits, including the deductible, co-pay, and/or co-insurance amount(s)</li> </ul>	<p>Death Claim:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Original certified death certificate</li> </ul> <p>Accelerated Death Benefits for Critical Care Claim:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Pathology report (if involving cancer)</li> </ul> <p>Terminal Illness Claim:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> </ul> <p>Waiver of Premium Claim (for disability or layoff):</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> </ul>
<b>Accident</b> <span style="float: right;">● ● ● ● ●</span>	
<ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Proof of accident treatment with diagnosis (such as hospital discharge summary or statement)</li> <li>▪ Police report (if applicable)</li> <li>▪ Proof of follow-up treatment with diagnosis</li> </ul>	
<b>Hospital Indemnity Insurance Policy</b> <span style="float: right;">● ● ● ● ●</span>	
<ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Itemized statements</li> <li>▪ Police report (if applicable)</li> </ul>	

Products underwritten by **Transamerica Life Insurance Company, Cedar Rapids, IA, or Transamerica Financial Life Insurance Company, Harrison, NY.**

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