



# F.A.S.T. Facts for Claim Filing

**You can access automated claims information and forms 24 hours a day, 7 days a week via our toll-free customer service number, (800)-325-4368 or the Internet at [www.coloniallife.com](http://www.coloniallife.com).**

## TO OBTAIN A CLAIM FORM:

- Go to the Colonial web site at [www.coloniallife.com](http://www.coloniallife.com). Click on Service Forms at the top left, then click on the Download Forms link at the left of the screen, then select the claim form you need from the options bar.

**-OR-**

- Call us at the toll-free number.

## TO ENSURE PROMPT PROCESSING:

- Complete in full the sections of the claim form that apply to your specific claim.
- For disability claims, the doctor needs to verify the dates of disability and furnish dates of treatment. The employer needs to confirm dates you missed from work.

## IMPORTANT REMINDERS:

- When mailing the claim form (or any other information), please keep a copy for your records.
- If you have questions while completing the form, please call us at (800)-325-4368.
- Be sure to sign your claim form (bottom of pages 1 and 3).
- Be sure to read and sign the Claims Authorization on page 7. We cannot obtain additional information from your doctor without proper consent.

## F.A.S.T.

- Fill out the claims form, including the Authorization on page 7.
- Ask the doctor to release medical information to us by phone.
- Submit the claim in a timely manner.
- Time to process may be longer if the claim occurs in the first year.

## TO SUBMIT A CLAIM:

- Complete the forms and fax them to (800) 880-9325. (You do not need to mail us the original document, but please keep the forms for your record.)
- OR-**
- Mail the completed forms to the address shown at the top of page 3.
- OR-**
- File by phone for wellness/health screening benefits. (See page 2 of the claim form for details)

## OPTIONAL SERVICES:

Page 1 of the claim form explains optional services you may select. You must initial each option you choose. These options allow us to:

- Release information to your local sales representative.
- Release information to your plan administrator.
- Communicate claims information via electronic messaging to your home phone number.
- Send any applicable claim benefits by overnight delivery and deduct the fee from your claim payment.

## HOW LONG TO ALLOW FOR A DECISION ON YOUR CLAIM:

- You will receive a call to notify you that the claim form has been received.
- If you selected the electronic messaging option, you will receive a call when the claim is processed.
- If your claim is for a sickness or health condition occurring within the first year, we may need to determine whether you have a pre-existing condition. If we have to contact your doctor and/or request copies of the medical records, it may lengthen our processing time.
- We will notify you by letter if any additional information is needed from your doctor or any other source(s). We welcome your assistance in encouraging your doctor to provide the needed information as quickly as possible.
- Our goal is to provide prompt and accurate claims service. If you would like to check the status of your claim, please call our automated service line at (800)-325-4368.