

How to file an insurance claim

ReliaStar Life Insurance Company, Minneapolis, MN
A member of the *Voya*® family of companies



For certificate or policy holders of Accident, Critical Illness and Hospital Indemnity Insurance

Group Policy Name:
Cummins, Inc.

Group Policy Number:
737925

Online submission via the Voya Claims Center

Step 1 - Visit the <https://presents.voya.com/EBRC/Cummins> and click on the “File a Claim”, select the benefit and then the “Get Started” button.

Step 2 - Complete the questionnaire.

This generates a custom claim form package for you.

- If you are filing a Wellness Benefit claim, the entire claim process is completed online during this questionnaire. Simply submit your claim at the end of the questionnaire.
- You may be eligible for a formless claim submission, depending on the Supplemental Health coverage you have. Please follow the prompts on the claims center site for more information.

Step 3 - Download your claim form package.

Step 4 - Complete the form package.

Have each form completed by the appropriate party, as outlined in the claim form package.

Step 5 - Gather additional documents.

Collect any additional supporting documents, as instructed on the claim form “for you”.

Step 6 - Submit.

Using your preferred submission method, submit your completed and signed forms, as well as any supporting documents.

- To submit **online** via a secure upload, visit Voya.com and click on “Contact & Services > Claims Center > Upload a Claim”.
- To **mail** or **fax** your submission, see the top of your custom claims form package.

Step 7: Monitor.

You can monitor your claim’s status anywhere, any time by entering the claim number on the Online Claims Center at voya.com/claims. If your claim is approved, your benefit will be paid within 10 business days of the approval. For a complete description of your available benefits, conditions on benefit determination, exclusions and limitations, see your certificate of insurance and any riders.



Questions about the claim process?

For Accident, Critical Illness and Hospital Indemnity claims please call 1-877-236-7564

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