

# How to Submit a Claim by Phone

## Simple, easy, convenient

To improve your claims experience, this document explains how to submit a claim for benefits by phone. Timely reporting of a claim is required for approval of benefits and it is easy to file a claim online 24/7/365. This is a fast, secure way to initiate a benefits claim for yourself, a family member or, if you are an employer, a covered employee. It should take less than 10 minutes to submit your claim.

<b>Step 1:</b>	<p>Information you will need to report a claim to help expedite the process.</p> <ul style="list-style-type: none"><li>• <b>Personal Information:</b> Name, address, telephone number, and the last four digits of your Social Security Number</li><li>• <b>Job Information:</b> Job title, job description, workplace location and address, work schedule, Supervisor's name and telephone number, date of hire and last day of work (if a disability claim)</li><li>• <b>Illness/Injury Information:</b> Nature of the illness, how, when, and, if applicable, where the injury occurred</li><li>• <b>Provider Information:</b> Name, address, telephone number, and fax number for each treating healthcare provider</li></ul>
<b>Step 2:</b>	<p>To submit your claim, call our Customer Care team at 800-351-7500, prompt 1, Monday through Friday 8:00 AM to 7:00 PM ET.</p>
<b>Step 3:</b>	<p>We will:</p> <ul style="list-style-type: none"><li>• Confirm your plan/benefit coverage</li><li>• Verify the reasons for your claim</li><li>• Request any additional information needed to make a decision</li><li>• Discuss the next steps in the decision process</li></ul>

We will contact you by phone and/or in writing with a claim decision, once we receive all required information. Every claim is reviewed based on all information provided and according to the plan provisions as outlined in the policy.

For more information visit [reliancematrix.com](https://reliancematrix.com).