



Policyholder Service Guide

At Colonial Life, our goal is to give you an excellent customer experience that is simple, modern and personal.

Getting started

The easiest way to manage your business with us is through the [My Colonial Life policyholder section of ColonialLife.com](#).

To sign up for the website:

1. Visit [ColonialLife.com](#).
2. Click [Register](#) at the top right.
3. On the sign-up page, click [Join the Policyholder Website](#).

After providing some basic information, you'll be ready to go.



Consider your options

Whether online or by phone, we'll provide the service you need.

Need	ColonialLife.com	800-325-4368
Submit your claim using our eClaims system	✓	
File health screening/wellness and doctor's office visit claims (up to 18 months)	✓	✓
Check the status of your claim	✓	✓
Review, print or download a copy of your policy/certificate	✓	
Access claim and service forms	✓	✓
Update your contact information	✓	✓
Access your claim correspondence	✓	
Complete a notification for a life claim	✓	✓

Filing claims

eClaims

With the eClaims feature on [ColonialLife.com](#), you can file claims online by simply answering a few questions and uploading your supporting documentation. You're able to spend less time on paperwork, and we're able to process your claim faster.

- With eClaims, you can file most claims online, including:
 - Accident
 - Hospital confinement indemnity
 - Disability
 - Critical illness
 - Cancer
 - Vision*
- You can access eClaims through your computer or mobile device and upload any required supporting documentation.
- Once you're logged in to ColonialLife.com, visit the [Claims Center](#) and select [File an Online Claim](#) to get started.

Contact us

Online

ColonialLife.com

Log in and click on [Contact Us](#) to email us.

Telephone

1-800-325-4368

Contact Center representatives are available Monday through Friday, 8 a.m. to 8 p.m. ET.

Information is available 24/7 through our automated phone system.

Please have your Social Security or policy number ready when you call.

Hearing-impaired customers

Customers with a Telecommunications Device for the Deaf (TDD) should call **803-798-4040**.

If you do not have a TDD, call Voiance Telephone Interpretation Services at **844-495-6105** to reach us.



ColonialLife.com

Health screening/wellness claims

- The quickest way to receive the applicable benefits for your health screening/wellness services is to file online.
- For health screening/wellness claims within 18 months of the date you are filing the claim, click on [File a Wellness Claim Online](#) on the Claims Center page. If you do not want to file online, you can use the automated customer service center at **1-800-325-4368**.
- For health screening/wellness claims over 18 months, you'll be directed to print out a paper claim form under the claims and service forms section on the [Claims Center](#) page.

Paper claims

- If you don't want to file online, download the form you need by visiting the Claims Center page on ColonialLife.com and clicking on [claims and service forms](#).
- For instructions on how to correctly complete your claim form, [view the claims videos](#) on the Claims Center page.
- Be sure that you complete all sections of the claim form. Also, include a diagnosis from your doctor, along with copies of any appropriate bills, if required.
- Keep a copy of your claim information for your records.
- When we receive information regarding your claim, you'll be notified by telephone or email. If you select the electronic messaging option, you'll receive a call when the claim is processed.

Claim tips and information

- When submitting your claim, make sure to include all required supporting documentation, as this will allow us to process your claim quicker.
- To view correspondence pertaining to your claim, visit ColonialLife.com. Once you log in to your secure account, select [My Correspondence](#) from the home page.
- Whether you submit your claims online or by paper form, you can select optional services that authorize us to:
 - Communicate claims information via electronic messaging to your phone number.
 - Send claim benefits overnight by deducting a fee from your claim payment.
 - Release information to your benefits representative, plan administrator or family member.

You can always check the status of your claim on the My Colonial Life site at ColonialLife.com.

*Applicable to vision rider on the individual dental plan

©2016 Colonial Life & Accident Insurance Company, Columbia, SC | Colonial Life insurance products are underwritten by Colonial Life & Accident Insurance Company, for which Colonial Life is the marketing brand.

4-16 | 43233-37