

How to file a benefits claim



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

Group Policy Name:
Carlos G. Otis Health Care Center, Inc. DBA Grace Cottage Family Health & Hospital

Group Policy Number:
0070502-1

Online submission via the Voya Claims Center



Step 1: Visit the online Claims Center at voya.com/claims and click on “Start A Claim”.



Step 2: Complete the questionnaire.

This generates a custom claim form package for you.

- If you are filing a Wellness Benefit claim, this process is completed online during this questionnaire. No claim form is necessary. Simply submit your claim at the end of the questionnaire.



Step 3: Download your claim form package, if applicable.



Step 4: Complete the form package, if applicable, or go to Step 5.

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 your claim **online** via a secure upload, visit voya.com/claims and click on Step 2, “Submit Your Forms”.
- To **mail** or **fax** your submission, see the top of your custom claims form package.

Questions about the claim process?

For **Accident, Critical Illness and/or Hospital Confinement Indemnity Insurance claims**, call **1-877-236-7564**.

Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Voya Employee Benefits is a division of ReliaStar Life Insurance Company. Product availability and specific provisions may vary by state and employer's plan.

Carlos G. Otis Health Center, Inc. DBA Grace Cottage Family Health & Hospital, Group #0070502-1 Date Prepared: 9/19/2022

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