

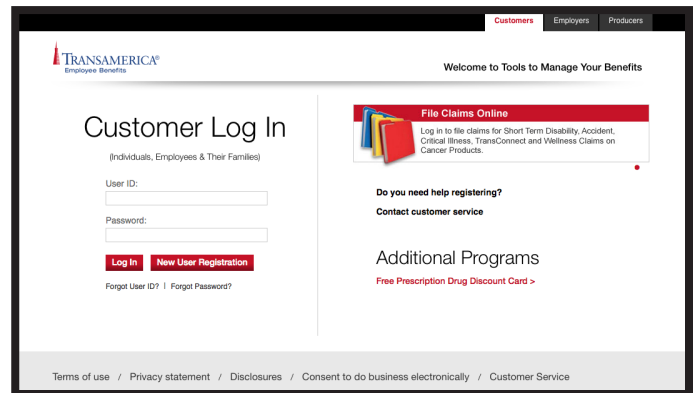
# Filing claims online is quick and easy!



## Filing a claim shouldn't be complicated.

That's why we've made our online process as simple as possible. With our fast, hassle-free system you can file claims for:

- Supplemental Medical Expense (TransConnect®)
- Short-Term Disability
- Critical Illness
- Accident
- Wellness benefit included in a critical illness, accident or cancer policy



Easy steps for filing claims online:

1. Log in to **www.TEBCS.com** *Not registered? Click "New User Registration" and use your contract (certificate or policy) number and personal information to register.*
2. Click on the policy for which you are filing a claim.
3. Once inside the policy's contract details, click on claims and again on the specific type of claim you want to file.
4. Complete all requested information. If your claim requires a specific form, it will be provided here.

Print a copy of your claim submission for your records, and allow 7-10 days for processing. We'll contact you if we need further information.

If you have additional questions or concerns regarding your coverage, please contact our customer service professionals at **TEBcustresp@transamerica.com**. You can also call (888) 763-7474 between the hours of 7 a.m. to 6 p.m. CST, Monday - Thursday, or 7 a.m. to 5 p.m. CST on Friday.

*Online transactions are only available from 7 a.m. to 9 p.m. CST.*

## Do you have what it takes to file a claim?

Having all your documents together helps to ensure an easy claims process. Look below to see the documentation needed for each type of claim.

### Wellness

- Insured's name & social security number
- Date wellness service was provided
- Care provider's contact information
- List of services provided

### Critical Illness

- Completed claim form
- Positive pathology report (when filing claim for cancer) from doctor for initial claim
- Discharge summary from hospital

### Supplemental Medical Expense (TransConnect<sup>SM</sup>)

If benefits are to be paid to provider, provider should file the claim to receive benefits.

If benefits are to be paid to you, we will need:

- Completed claim form or itemized statements from care providers showing diagnosis and procedure codes
- Primary health care plan provider's Explanation of Benefits that includes the deductible, co-pay, and/or co-insurance amount(s)

### Accident

- Completed claim form
- Proof of accident treatment (such as hospital discharge summary or statement)
- Police report if applicable
- Proof of follow-up treatment with diagnosis

### Disability

- Completed claim form
- Police report if applicable
- Discharge summary from hospital if ER involved
- Initial injury report if an on-the-job accident

### Cancer\*

- Completed claim form
- Positive pathology report from doctor for initial claim
- Itemized statements from care providers showing procedure codes, descriptions, treatment, and charges
- Blood, chemotherapy, and radiation treatment statements
- Explanation of Benefits from your major medical insurance company or summary notices from Medicare or Medicaid

### Life\*

Death Claims:

- Completed claim form
- Certified death certificate

Accelerated Death Benefits for Critical Care Claims:

- Completed claim form
- Pathology report when involving cancer

Terminal Illness Claims:

- Completed claim form

Long Term Care Claims:

- Completed claim form
- Billing statements from nursing home, home health, or assisted living provider

Waiver of Premium (for disability or layoff) Claims:

- Completed claim form

\* *Cancer and life insurance claims cannot be filed online.*