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New Claim Filing Process for Wellness Benefits

Quick, Easy and Painless.

That is how to accurately describe Transamerica's new claim filing process for cancer or critical illness wellness benefits.

Effective September 17th, 2008, insured individuals will be able to submit claims for cancer or critical illness wellness benefits by phone or fax. No complicated, state specific forms to fill out. All you need is the information listed below, a phone or fax machine and a finger to dial with.

This procedure does not include wellness claims processed by KBA.

File a wellness claim by Phone:

- Contact TWM's Claims Customer Service Department at (800) 251-7254
- Give the phone representative the following information
 - ✓ Insured individual's name/policy number
 - ✓ Covered person's name, date of birth and relationship to insured individual, if other than the insured individual
 - ✓ Name of test/procedure
 - ✓ Date of test/procedure
 - ✓ Provider's name, address, and phone number

File a wellness claim by Fax:

- Fax directly to the Claims Department at (866) 586-6528
- Document must include
 - ✓ Insured's name and policy number
 - ✓ Covered person's name, date of birth and relationship to insured individual, if other than the insured individual
 - ✓ Provider's billing statement, which includes the test/procedure and the date that it was performed

Wellness benefits for breast MRIs and Accident Policies must be submitted via fax or mail.

If you have any questions regarding this new process, call TWM's Claims Customer Service Department at (800) 251-7254.



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