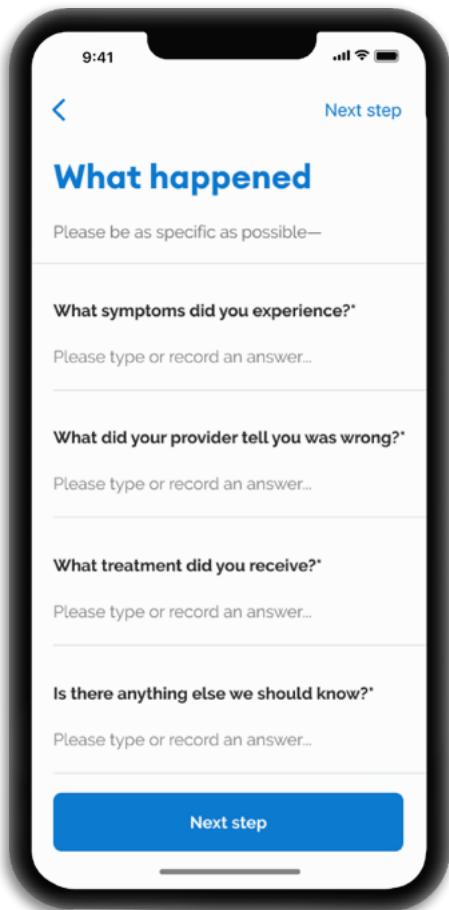


How to file a claim

Symetra Health, a supplemental health insurance plan



Option 1 (recommended)

Use the Symetra Health mobile app

Initiate a claim within minutes directly from your mobile device.

- 1 Download the Symetra Health mobile app through the Apple App Store or Google Play.
- 2 Log in to your account. If you have not yet created a Symetra Health account, [click here](#) or scan the QR code to register for one online.
- 3 Tell us what happened.
- 4 Upload photos and/or documents.
- 5 Select your payment preference (Venmo, PayPal or a bank account).



Option 2

Use the Symetra Health member portal

[Click here](#) or scan the QR code to register for an account.

- 1 Log in to your Symetra Health account.
- 2 Tell us what happened.
- 3 Upload photos and/or documents.
- 4 Select your payment preference (Venmo, PayPal or a bank account).

Contact us:

symetrahealthsupport@joinansel.com

Call 1-888-384-3479

Monday through Friday

7:30 a.m. to 6 p.m. ET

Fax: 1-856-329-0449

Mailing address:

Ansel Services—Attn: CLAIMS
2093 Philadelphia Pike #8776
Claymont, DE 19703

Option 3

Mail or fax a claim submission

- 1 Print and fill out a claim submission form, which can be found in your [online account](#).
- 2 Attach four supporting documents that confirm your claim.
- 3 Mail or fax this paperwork using the contact information on the left.

Continued >

Frequently asked questions

Where can I find a full list of covered conditions?

Once you log in to the Symetra Health mobile app, you can use the conditions lookup tool to search for 13,000+ covered conditions.

How long do I have to submit my claim?

Your claim can be submitted within one year of the date of diagnosis. Please refer to your certificate for complete details.

When will I know the decision on my claim?

We typically make claim decisions and send benefit payments within 72 hours. If the claim submission or benefit payment is being mailed, the review period and payout will take longer than 72 hours. Additionally, if there's an issue with your claim, we'll reach out and get it resolved as soon as possible.

Can you help me gather any remaining information from my medical provider?

Yes. Additional information such as doctor notes, may be requested, and we're happy to help you gather the remaining details after you or a provider initiate a claim. We'll just need you to sign a Release of Information Form so we can contact the provider on your behalf.

Which types of medical documentation should I provide to support my claim?

Here are some examples of the types of supporting documentation you can provide:

- Hospital discharge paperwork
- Summary of care
- Statement of benefits
- Ambulance call report
- Image of hospital wristband
- Image of a prescription for medication
- Image of a prescription medication bottle
- A doctor's bill
- A medical facility bill
- A lab bill
- Lab reports
- Test results
- Imaging results

We ask that you send four types of documents when submitting a claim, but if you don't have four, please submit at least two.



Symetra Life Insurance Company
777 108th Avenue NE, Suite 1200
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www.symetra.com

Symetra® is a registered service mark of Symetra Life Insurance Company.

Symetra Health is insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004. It is designed to provide benefits at a preselected, fixed dollar amount for covered diagnoses. This policy provides limited benefit coverage and is a supplement to health insurance. It is not a replacement for major medical or other comprehensive coverage, and does not satisfy the minimum essential coverage requirements of the Affordable Care Act. Base certificate form number is SBC-05545 03/22.

Administration of Symetra Health is managed by a third-party administrator that provides enrollment, claims and billing administration. Coverage may be subject to exclusions, limitations, reductions and termination of benefit provisions.