

Hospital Indemnity Insurance

Understanding your wellness benefit



Contact us

Call 1-800-497-3699

Monday–Friday

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

sbclaims@symetra.com

symetra.com/MyGO

Mailing address:

P.O. Box 440

Ashland, WI 54806

Fax: 715-682-5919

Your wellness benefit amount:

Policy #:

Policyholder:

You can also submit claims through My Group Online (MyGO). Simply use the policy information above to self-register and create an account.

Identifying an illness before it requires emergency medical attention can help keep you out of the hospital. Fortunately, through your hospital indemnity insurance policy, you can receive a financial benefit for being proactive about your health and your family's.

After completing one of the following wellness screenings, just give us a call or send us an email and let us know (1) the name of the insured, (2) the type of screening, and (3) the date the screening was completed.

Eligible wellness screenings

- Abdominal aortic aneurysm ultrasonography
- Blood test for lipids, including total cholesterol, LDL, HDL and triglycerides
- Bone density screening
- Bone marrow testing
- Breast MRI
- Breast ultrasound
- CA 15-3 blood test for breast cancer
- CA 125 blood test for ovarian cancer
- Carotid Doppler
- CEA blood test for colon cancer
- Chest X-ray
- Child sports physicals
- Colonoscopy or virtual colonoscopy
- COVID-19 (PCR, rapid, antibody)
- CT angiography
- Electrocardiogram
- Fasting blood glucose test
- Flexible sigmoidoscopies
- Mammograms
- Pap test
- Prostate-specific antigen (PSA) test
- Serum cholesterol test to determine level of HDL and LDL
- Stress test on a bicycle or treadmill
- Testicular ultrasound
- Thermography
- ThinPrep Pap test

[Continued >](#)

Frequently asked questions

How do I let Symetra know I had a wellness screening?

It's easy. Give us a call or send us an email and let us know three things: the name of the insured, the type of screening, and the date the screening was completed.

You can also submit a claim through **MyGO**. Once you've created an account and logged in, click [Submit my claim](#) and add any required information. You can also upload any relevant documentation from a desktop computer or mobile device.¹

Is there another way to file my wellness benefit claim?

Yes. You can also send claims by mail or fax. Please use the contact information on the first page and we'll be happy to assist.

Who can receive a wellness benefit?

Anyone covered under your plan is eligible for these benefits. Please review your enrollment information for more details.

How often can I receive a wellness screening?

This may vary. Please refer to your policy information or call Symetra at 1-800-497-3699 to confirm how often you can file a wellness screening claim.

What if I have a screening that qualifies for benefits under more than one of my Symetra plans?

If you have multiple coverages with Symetra, we'll automatically cross-check to see if you're eligible for more than one benefit and submit the claim on your behalf.



Symetra Life Insurance Company
777 108th Avenue NE, Suite 1200
Bellevue, WA 98004-5135
www.symetra.com

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Fixed-payment (also known as "hospital indemnity") policies, insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004, are not available in all U.S. states or any U.S. territory. They provide benefits at a preselected, fixed dollar amount. They are not a replacement for major medical or other comprehensive coverage, and do not satisfy the minimum essential coverage requirements of the Affordable Care Act. Base certificate form number is SBC-01505 6/20.

Coverage may be subject to exclusions, limitations, reductions and termination of benefit provisions. For costs and complete details of the coverage, contact your benefits representative.

¹ If your policy was issued in Pennsylvania, please upload the actual bill and the Explanation of Benefits (EOB) from your health insurance carrier.