

How to File Voluntary Accident Insurance, Voluntary Hospital Indemnity, and Voluntary Critical Illness Claims

Simple, easy, convenient

To improve your claims experience, your employer has contracted with Reliance Matrix to administer your Voluntary Accident Insurance, Voluntary Hospital Indemnity and Voluntary Critical Illness coverage. This document explains how to file for these claims.

How to report a claim

Timely reporting of your claim is critical for approval of your benefits. It's easy to file a claim 24/7/365 via mobile app, web, or by phone (see Step 1 below). Just take the following steps:

Step 1:	To file your claim directly on the web, just go to matrixabsence.com . If you're accessing our web portal for the first time, you will need to set up an account. If you don't have Internet access, you can call (877) 202-0055. Be ready to provide your personal, job, illness/injury and provider information (see below for specifics). Finally, you can download the Matrix eServices Mobile App by scanning the QR code, or by searching Matrix eServices Mobile in your smartphone or tablet's app store (iOS or Android).
Step 2:	Submit the requested documentation for claim processing.



What to expect next

Benefit eligibility is confirmed. Within five business days of filing your claim, you will be notified in writing, whether you are eligible for the requested benefit.

Initial decision is made. Once all the pertinent information has been obtained, we will make an initial determination regarding your request. A claim decision will be made upon receipt of the information and will be based on the plan definition as outlined in the policy.

For more information, visit reliancematrix.com.