

Filing a claim



for your Accident, Critical Illness or Hospital Indemnity plan

When you file a claim for your Accident, Critical Illness or Hospital Indemnity plan, it's different than filing a claim for your medical plan. With your medical coverage, your doctor or other health care provider files claims for you. To use your Accident, Critical Illness or Hospital Indemnity benefits though, you'll need to fill out a claim form and mail, fax or upload it online. You'll also need to provide paperwork from the care you got.

Here's how it works:

1. Gather your paperwork.

You'll need to provide all the paperwork related to your claim, such as any time you saw a doctor or had a treatment for the accident or illness. This may include:

- Doctor notes.
- Emergency room or hospital discharge papers.
- Lab reports.
- Itemized hospital or doctor bills.
- Medical summary of benefits.
- Childcare, transportation and/or lodging receipts.
- Police reports (if your claim involves a car accident).

You may have to ask your doctors or other health care providers for these records, and you'll have to pay any fees they charge you for them.

2. Fill out the claim form.

If you don't already have it, reach out to your human resources department or get it from [anthem.com/ca](https://www.anthem.com/ca). The records you gathered will help you with the questions. You'll need to know things like:

- Whether you're filing an Accident, Critical Illness or Hospital Indemnity claim.
- The dates of your injury or illness and when you got treatments.
- The names of your doctors and the places where you got treatment.

3. Sign and date the form and mail, fax or upload it online

Mail it to:

Anthem Supplemental Insurance Benefit Department
P.O. Box 2076
Grapevine, TX 76099

Or fax it to:

1-469-417-197

File claims online: <https://myspecialtyappsanthem.com/claims/abclhic>

Questions about the form or how to submit your claim?

Call us at 1-800-604-4381.
We can walk you through it.

