

How to get paid for a supplemental health claim

When you have an Anthem medical plan and our supplemental health plans, you can count on extra financial protection when you need it most.¹ Here's how to access these benefits.

How do I know I have an eligible supplemental health claim?

It's important to know that you will need to submit a supplemental health claim to be paid when you or any covered family members receive treatment for a qualifying injury, illness and hospital stay. This is different from filing a claim for your medical plan. With your medical coverage, your doctor or other healthcare provider files the claim for you.

To make it easier, you can sign up for email alerts that let you know when you might have an eligible supplemental health claim. Once you sign up, we'll automatically notify you, so you won't need to remember to call.

To sign up for email auto notifications:²

- 1 Create a member account at [anthem.com](https://www.anthem.com).
- 2 Under *Profile*, choose **Plan Notifications**.
- 3 Under *Go Paperless*, select **ON**.
- 4 Scroll to *Plan Information* and **check the box for email** under *Benefit Updates* and *Legal Information*.
- 5 Go to *Plan Contact Information* and look for *Plan Information Email* to confirm your email address.

Download the Sydney Health App

Register using your member ID and view your reminders in **Action Items**.



- ▶ Family members can also opt in to receive notifications via email.

If you have family coverage, your spouse and each covered dependent who is age 18 or older can set up their own account at [anthem.com](https://www.anthem.com) and complete the steps for auto notification.

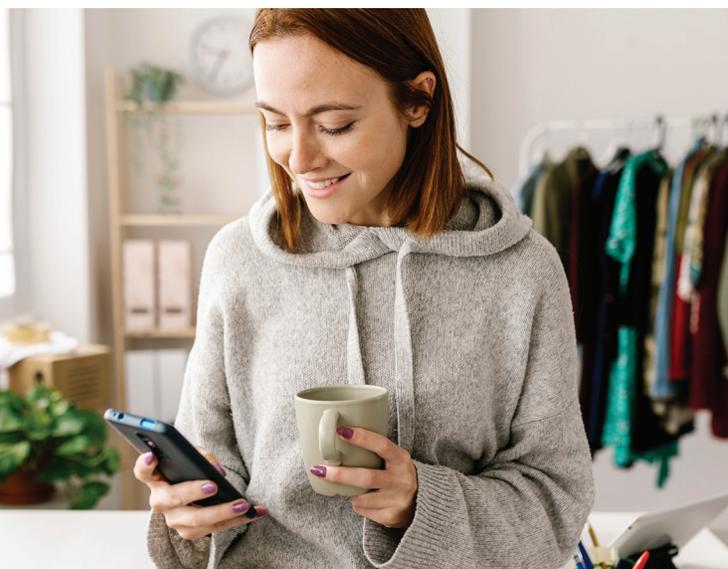
If they have already set up their member account for medical coverage, they can log in to their account and follow the steps to turn on auto notification.

How to submit a supplemental health claim

1. Gather your records

You'll need to provide all the paperwork related to your supplemental health claim. You may have to ask your doctors or other healthcare professionals for these records:

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



Scan this QR code with the camera on your smartphone to submit your supplemental health claim online.

2. File your claim

Online

This is the fastest and easiest way to start the supplemental health claims process.

- Go to myspecialtyappsanthem.com/claims/abclhic or scan the QR code below.
- Choose **Supplemental Health** as the *Type of Claim*.
- Select **Employee** for *Type of User*.
- Enter the characters you see under *Please retype the characters from the picture*, then select **Next**.

The system will guide you through all information needed to submit your claim. You'll be able to download, complete, and upload the completed claim form.

Once you submit your supplemental health claim, you'll receive a claim reference number. Keep the claim reference number handy in case you need to call us with questions. If you provide your email address, we'll send an email confirmation.

By mail or fax

Download a supplemental health claim form at myspecialtyappsanthem.com/claims/abclhic or ask your Human Resources representative for a copy. Mail or fax the completed form and all required documents to:



Mail:

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



Fax:

469-417-1977

Do you have questions?

For more information, call Anthem Member Services at 800-604-4381.

1 Anthem HMO plans are not eligible for auto-notification.
2 This opt-in process is not currently available on the SydneySM Health app.