

# Voluntary Supplemental Health Plan employee auto-notification feature



## Want to know more?

For more information or for help filing your claim,  
contact Anthem Member Services at  
1-800-604-4381.



## Peace of mind comes automatically

When you have an Anthem medical plan<sup>1</sup> and our Accident, Critical Illness and Hospital Indemnity plan,s you get extra financial protection when you need it the most. When you receive treatment for an accident or illness, you may qualify for additional benefits under your Supplemental Health plan.

To help you determine if you are eligible for a benefit, you can opt in to receive an auto-notification via e-mail.

- › To opt in to receive this email auto-notification:<sup>2</sup>
  - Create a member account at [anthem.com/ca](http://anthem.com/ca).
  - Under *Profile*, choose **Plan Notifications**.
  - Under *Go Paperless*, select **ON**. Check the box by **Status Updates** for email.
  - Enter your email address.

## We'll help make the claims process easy for you.

1. After you receive medical treatment, watch for your Medical Claim Approval email, which includes a link to the claim form.
2. Complete your claim form, then mail or fax your claim form and *Explanation of Benefits* to the address and/or fax number on the claim form and included below. You can also file your claim online.
3. If you have questions on submitting your claim form, contact the Anthem Member Services at 1-800-604-4381.
4. A representative will walk you through how to download your Supplemental Health claim form and your *Explanation of Benefits* as well as how to file your claim.
  - Claim mailing address:  
Anthem Supplemental Insurance Benefit Department  
P.O. Box 2076  
Grapevine, TX 76099
  - Claim fax number: 1-468-417-1977
  - Link to file claims online:  
<https://myspecialtyappsanthem.com/claims/abclhic>

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

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# 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 submit it to us. 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 submit it to us.

##### Mail it to:

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

##### Or fax it to:

1-469-417-1977

Or 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.

