

Instructions For Allstate Claims

We highly recommend using your online portal with Allstate for claims and policy needs, such as direct deposit and more!

www.allstatebenefits.com/mybenefits

(always be sure to upload claim to each policy you need it reviewed on)

If you prefer, or need to use, paper claims:

- **Outpatient physician visit benefits (i.e.: Dr visit benefits): accident policy and hospital policy:** Simply fill out the OUTPATIENT PHYSICIAN'S TREATMENT CLAIM FORM and attach proof of services such as an EOB or simple summary of visit (the more details the better, typically EOBs may not have all info)
WE HIGHLY RECOMMEND A SUMMARY OF VISIT OVER THE EOB
- **Wellness claims: for cancer and critical illness policies:** Simply fill out the WELLNESS CLAIM FORM. Attach proof of services showing type of exam, such as visit summary or EOB (the more details the better, typically EOBs may not have all info)
WE HIGHLY RECOMMEND A SUMMARY OF VISIT OVER THE EOB
- **Accident claims:** use the GVAP1 GROUP VOLUNTARY ACCIDENT POLICY CLAIM FORM, as much information as you can— however we recommend that you send the detailed proof of services as well- the EOBs, itemized bills, diagnosis, major scan results, ambulance bills, operative reports, visit summaries... These types of items can help the claim process much faster (the more details the better, typically EOBs may not have all info)
WE HIGHLY RECOMMEND A SUMMARY OF VISIT OVER THE EOB
- **Hospital claims (accident or illness):** use the HOSPITAL INDEMNITY (SHOP) CLAIM FORM *you do not have to use the physician section or have a physician sign the form* – however we recommend that you send the detailed proof of services as well-EOBs, itemized bills, diagnosis, major scan results, ambulance bills, operative reports, visit summaries... These types of items can help the claim process much faster(the more details the better, typically EOBs may not have all info)
WE HIGHLY RECOMMEND A SUMMARY OF VISIT OVER THE EOB
- **Critical Illness claims:** use the GROUP VOLUNTARY CRITICAL ILLNESS CLAIM Form *you do not have to use the physician section or have a physician sign the form* – however we recommend that you send the detailed proof of services as well-the EOBs, itemized bills, diagnosis, major scan results, ambulance bills, operative reports, visit summaries... These types of items can help the claim process much faster(the more details the better, typically EOBs may not have all info)
WE HIGHLY RECOMMEND A SUMMARY OF VISIT OVER THE EOB
- **Cancer Claims:** use the CANCER, SPECIFIED DISEASE CLAIM FORM *you do not have to use the physician section or have a physician sign the form* – however we recommend that you send the detailed proof of services as well-the EOBs, itemized bills, diagnosis, major scan results, ambulance bills, operative reports, visit summaries... These types of items can help the claim process much faster (the more details the better, typically EOBs may not have all info)
WE HIGHLY RECOMMEND A SUMMARY OF VISIT OVER THE EOB

For additional assistance with claims, please contact us at:

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www.benecom.com