

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 easy to find out when you have an eligible supplemental claim. Sign up for email alerts and we'll automatically notify you, so you won't need to remember to call.

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 or 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 sign up for email auto notifications follow these steps:²

- 1 Log in to your account at anthem.com/ca.
- 2 Under *Profile*, go to My Account and choose **Communications & Settings**.
- 3 Under *Plan Communications Settings*, confirm your email address is correct. You can change it or add a new one if necessary.
- 4 Under *Go 100% Digital*, select **On**.
- 5 Then **check the box for email** for Benefit Updates, Legal Information and Annual Notice of change under *Customize Going Digital*.



▶ Family members can also opt in to receive email notifications

If you have family coverage, your spouse and each covered dependent age 18 or older can set up their own account at anthem.com/ca and complete the steps for auto notification.

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



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)



Do you have questions?

For more information, contact your human resources department or call Anthem 888-828-2432.

2. File your claim

Online

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

- Go to **supplemental-health.anthem.com**
- Choose **Supplemental Health Claim**
- Fill in the required member data and choose Start.

The system will guide you through all information needed to submit your claim.

Once you submit your supplemental health claim, if you provide your email address, we'll send an email confirmation.

By mail

Download a supplemental health claim form at **anthem.com/ca/forms** or ask your Human Resources representative for a copy. Mail the completed form and all required documents to:



Mail:

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