Cancer Insurance Claims Guide

Colonial Life

When should I file a cancer claim? Your Colonial Life cancer coverage can help pay for both direct and indirect costs such as deductibles and co-pays, out-of-network treatment, travel, lodging and meals during treatment, childcare or home health services.

You can sign in or register on **coloniallife.com** to file a claim in less than 15 minutes.

Scan QR code to get started

What you need to file a claim

You'll need the following information:

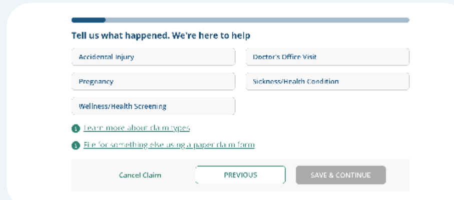
- A diagnosis from a doctor
- Date when treatment for this condition began
- Your physician's name, address and phone/fax number (primary AND treating)

You'll need the following documents:

- Initial pathology report is required for all skin cancer claims and the initial claim for an internal cancer diagnosis.
- Bills or treatment records associated with your cancer diagnosis or treatment. For example:
  - Hospital bill with diagnosis
  - Transportation and/or lodging documentation
  - Surgery bill including surgical CPT codes
  - Chemotherapy or anti-nausea including the drug name and date of administration

Tell us what happened

To start a cancer claim, choose Sickness/Health Condition.



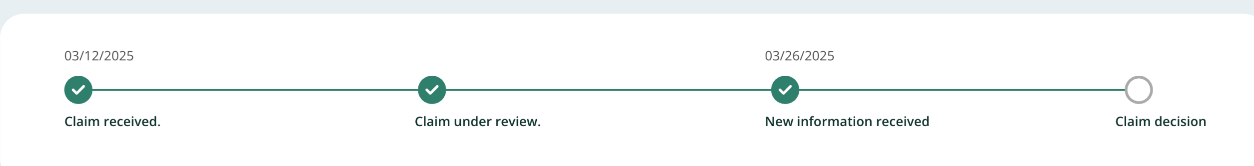
When filing a claim, your progress is saved so you can come back and finish your claim later, if needed.

Depending on your coverage we may also need:

- **Surgery coverage**
  Operative report including the date of surgery and type of procedure or CPT code
- **Imaging coverage**
  Image or imaging report
- **Optional Riders**
  Doctor's office visit date(s), physician office notes

Track the progress of your claim with the Claim Tracker

Once your claim has been submitted, we will review the claim event against all your coverage(s). You will only need one cancer claim per diagnosis. You can upload new bills or documents no matter how long it has been since you opened the claim.



This checklist is intended to assist policyholders when filing claims and does not constitute a guarantee of claims payments or act as an all-inclusive list. Colonial Life reserves the right to request additional information deemed necessary to complete our review.