

# TRANSAMERICA EMPLOYEE BENEFITS CLAIMS-EXPRESS



## File Claims Quick and Easy

### File TransConnect, Short-Term Disability and Cancer, Critical Illness and Accident Wellness Claims online.

Transamerica's claim filing process is a snap! Customers can submit claims online, phone or fax for **TransConnect** and **Short-Term Disability** benefits along with **wellness claims for cancer, critical illness and accident benefits**.

## How to File Claims Online

Customers **register at [www.tebcs.com](http://www.tebcs.com)** then complete the online form and upload documentation to support their requests. Following submission, customers may view the status, review the submitted claim form and documentation. Once the claim is processed, the Explanation of Benefits (EOB) statement will be available online as well.

## How to File a Claim by Phone or Fax

Contact the Transamerica Claims Customer Service Department at (800) 251-7254 and press 2 or fax directly to the Claims Department at (866) 586-6528. The following information must be provided:

- + Insured's name/ policy number
- + Covered person's name, date of birth and relationship to insured
- + Doctor and facility name, address and phone number
- + Name of test/procedure
- + Date of test/procedure
- + (Fax only) Provider's billing statement, which includes the test/procedure and the date it was performed

## File Claims for Other Products

Claims for other products may be completed by downloading the respective claim form at **[www.tebcs.com](http://www.tebcs.com)**. Once the proper documentation is received, the claim will be processed.

The screenshot shows the 'Claims: Wellness Claims Submission' form. It includes fields for Employee Information (First Name, Middle Name, Last Name, Date of Birth, Policy Number, Address), Claim Information (Covered Person, First Name of Patient, Middle Name of Patient, Last Name of Patient, Date of Birth, Gender, Name of procedure performed, Date of Procedure, Doctor's Name, Facility Name, Doctor/Facility Address 1, Address 2, City, State, Zip, Phone), and a 'SUBMIT REQUEST' button. A disclaimer at the bottom states: 'Claims submission does not guarantee payment of benefits.'

## QUESTIONS ABOUT CLAIMS

Call the Claims Customer Service Department at (800) 251-7254 and press 2.