



# Filing a Supplemental Insurance Claim

Using your Supplemental insurance means you may have hit one of life’s rough spots. We’re sorry about any difficulties you’re going through – and we’re here to help.

## What is Supplemental insurance and how does it work?

Critical Illness and Hospital Indemnity insurance are types of Supplemental insurance provided by Standard Insurance Company.

These plans can help you pay bills that medical insurance doesn’t cover. They pay a cash benefit directly to you for covered treatments or conditions.

## How can I access Supplemental Benefits?

To receive the cash benefits from your plan, you need to file a claim that we approve. We make the process easy, so you can focus on what matters most – your health.

### How can I file a claim online?

- 1 [Log in](#) at [standard.com](#).
  - 2 After logging in, go to the Critical Illness and Hospital Indemnity Benefits or Health Maintenance Screening section and click **Start a New Claim**.
  - 3 This will take you to the **Set Up Your Claim** page. Choose the insurance that applies to your claim and follow the instructions.
-  Don't have an account? You'll need to [create an account](#) to file your claim and log in.

### Other ways to file a claim

Completed, signed and dated forms, including supporting documentation can also be filed by:

 Standard Insurance Company  
PO Box 2800  
Portland OR 97208

 [SupplementalNewClaim@standard.com](mailto:SupplementalNewClaim@standard.com). Please include, when possible, your Employer Name and Policy Number, Insured’s Name and Claim Number.

Please keep in mind that communications via email are not secure. While unlikely, there is a possibility that information can be intercepted in transmission or misdirected and read by other parties besides the recipient to whom it is addressed.

 You can fax completed forms to our office 833.289.5001.



## What if I have more questions?

Check out the **Frequently Asked Questions** page for filing a claim:

 [Critical Illness Insurance FAQ](#)

 [Hospital Indemnity Insurance FAQ](#)

Critical Illness is called Specified Disease in Vermont.

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