How to file a claim via the Voya Claims Center:
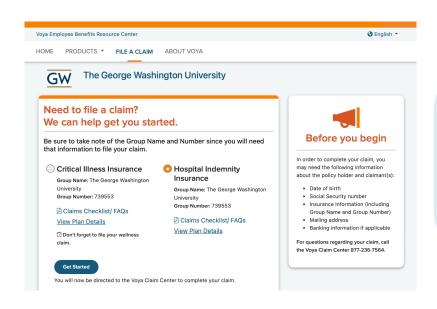
1 Visit **voya.com/claims** and click on "**Get Started**".

2 Complete the questionnaire.

3 Download your claim form package, if applicable.

4 Complete the form package, if applicable, or go to the next step.

5 Gather additional documents as instructed on claim form.

6 Submit your completed and signed forms using your preferred method below:
- Submit your claim **online** via secure upload and click on "**Submit Your Forms**".
- **Mail** or **Fax** your submission using the information on the top of your custom claims form package.

7 Monitor your claim's status at **voya.com/claims**. If your claim is approved, your benefit will be paid within 10 business days.

Voya Employee Benefits Resource Center   🌐 English ▾

HOME   PRODUCTS ▾   **FILE A CLAIM**   ABOUT VOYA

GW The George Washington University

Need to file a claim?
We can help get you started.

Be sure to take note of the Group Name and Number since you will need that information to file your claim.

○ **Critical Illness Insurance**
Group Name: The George Washington University
Group Number: 739553

📄 Claims Checklist/ FAQs
View Plan Details
⏱ Don't forget to file your wellness claim.

● **Hospital Indemnity Insurance**
Group Name: The George Washington University
Group Number: 739553

📄 Claims Checklist/ FAQs
View Plan Details

Before you begin

In order to complete your claim, you may need the following information about the policy holder and claimant(s):

- Date of birth
- Social Security number
- Insurance Information (including Group Name and Group Number)
- Mailing address
- Banking information if applicable

For questions regarding your claim, call the Voya Claim Center 877-236-7564.

Get Started

You will now be directed to the Voya Claim Center to complete your claim.

TIP! Visit the Employee Benefits Resource Center for more plan information and to file a claim.

Please note: The Group Policy Name for Voya is The George Washington University. The Group Policy Number is 739553.

Voya Contact Information
For assistance with claims, please contact **Voya** at **(888) 238-4840**.

We Are Here To Help!
If you have any questions regarding GW's benefit offerings please contact **GW Benefits** by emailing **benefits@gwu.edu** or calling **(571) 553-8382**, Monday - Friday 8:30 a.m. - 5:00 p.m. ET.