



Supplemental Claims: Frequently Asked Questions

WHERE does an employee submit a Supplemental claim?

Employees can submit a Supplemental Claim Online:

Upload the completed Supplemental claim form and supporting documentation via the member portal at www.standard.com/login

Fax: 402.328.4029

Mail: Standard Insurance Company
PO Box 85508
Lincoln, NE 68501-5508

HOW long does it take to reach a claim decision?

It can take up to 5 business days from the receipt of all required information.

WHAT supporting documentation can an employee submit with the Supplemental claim form?

Hospital Indemnity claims:

- Fully completed, signed and dated claim form
- Scanned copy or actual copy of itemized medical bills that include diagnosis, dates of service, type of room/board and/or a completed Attending Physician Statement.

Health Maintenance Screening/Wellness Benefit:

- Submit a Health Maintenance Screening Benefit claim form
- Select the procedure and indicate the date performed
- If employee is insured under multiple Supplemental products with Health Maintenance Screening Benefit, only one claim needs to be submitted

HOW can a member check the status of a claim?

An employee can check the status of a claim either via the online member portal or by calling 866.851.5505.