

How to File a Wellness Supplemental Health Benefits Claim

Simple, easy and fast

It's easy to file for the Wellness Benefit¹ 24/7/365 via our mobile app, website or by phone.

Step 1:	To file your claim directly on the web, just go to matrixabsence.com . If you are accessing our web portal for the first time, you will need to set up an account.
	If you don't have internet access, you can call (877) 202-0055. You can also download the Matrix eServices Mobile App by scanning the QR code, or by searching Matrix eServices Mobile in your smartphone or tablet's app store (iOS or Android).
Step 2:	Submit the requested documentation for claim processing.



The Wellness Benefit will pay you the amount shown on the Schedule of Benefits for one health screening test performed during a twelve month period for you and your dependents², if applicable, provided:



- You and your dependents were covered under the policy at the time the test was performed.
- Any preventative health screening test not already performed at any time during the same 12-month period.
- The coverage includes any preventative health screenings, including, but not limited to, tests, diagnostic procedures, routine examinations and immunizations.

¹ Referred to as a Health Screening Benefit in NH and WA

² Only one (1) Wellness Benefit will be paid in a twelve (12) month period per covered individual, subject to a maximum of four (4) per family. This benefit is paid in addition to any other payments you or your dependents, if applicable, may receive under the Policy.

Health screening tests covered under the policy

Testing	Procedure	Diagnostic
ALT/AST (liver function test)	Acupuncture treatment	Annual physical
Blood test for triglycerides	Biopsy for cancer	Bone density for triglycerides
Bone marrow test	Breast ultrasound	Eye exam
Breast cancer blood test – CA15-3	Chest x-ray	Flexible sigmoidoscopy
Covid-19 diagnostic test	Chiropractic visit	Hearing exam
Fasting blood glucose test	Colonoscopy	Hemoccult stool analysis
Genetic test	Dental exam	Hepatitis screening
Ovarian cancer blood test – CA125	Echocardiogram	HIV screening
PAP test	Electrocardiogram	Immunizations
PSA (prostate cancer blood test)		Mammography
Serum cholesterol test (HDL and LDL)		Mental health screening
Serum protein electrophoresis (blood test for myeloma)		Skin cancer screening
Stress test (bicycle or treadmill)		Ultrasound screening

This brochure is not a contract. The availability of the described feature may vary by state. It is not available in CT, ID, MI, MN, NM, NH, NY, ND and WY for Group Accident. It is not available in MI for Critical Illness. Critical Illness coverage is provided by policy series LRS-9537-0118, et al. Accident coverage is provided by policy series LRS-9547-0318, et al. Hospital Indemnity coverage is provided by policy series LRS-9572-0519, et al. It is not available for ID, KS and NM for group hospital indemnity.

For more information, visit reliancematrix.com.

