

Life and Disability Online Claims Submission

Frequently Asked Questions



Who can submit claims online?

Employers, employees, brokers and others can submit disability and life claims online.

Where do I submit claims online?

Visit

<https://myspecialtyappsanthem.com/claims/alic>

How do I submit claims online?

Just click on the link and follow the simple instructions to submit your claim.

You can also print any forms needed for your claim during the claim submission process. You can then fill out, sign and upload the forms during the submission process.

Once your claim is submitted, you'll receive a reference number and you can also receive a confirmation email.

Why should I submit claims online?

Online claim submission is easy, saves time and is the "green" option for disability & life claims.

Easy: The online claim submission site guides you through information needed to submit your claim in an intuitive, easy to use manner.

Saves Time: Submitting claims online saves the time it takes to print, complete and mail claim forms.

"Green:" Online claim submission can reduce the mailing of claim forms. We care about our environment so we offer this paperless option to initiate your claim.

Do you have support services if I have questions?

Just email us at dl-socerreporting@anthem.com or call Customer Service for help at any time while submitting a claim:

- For life claims: 800-552-2137
- For disability claims: 800-813-5682

These numbers are also on each screen of the online claim application, so you know help is just a phone call away.

Do I need to submit any forms once I submit my claim?

You will be prompted to print any additional forms needed while you're submitting the claim.

You can upload completed forms and other supporting documents while you're submitting your claim online. You can also return to the online claims portal later to add additional documents to your claim.

What internet browser is required to use online claim submission?

You can use your preferred internet browser to access online claim submission. If you use Internet Explorer, only version 6.0 or higher is supported.

What security features does online claims submission have?

Disability and life online claim submission is a web site available to the public. Access to the site is not restricted. Users must retype a code when entering claims - this prevents denial of service type attacks on the site.

All pages on the site are SSL secured (utilizing https protocol) to ensure that data is encrypted when transmitted over the web.

Where can I get more information?

See the Employer and Employee User Manuals at www.anthemlife.com with all of the details on how to submit claims.