

How to File a Wellness Supplemental Health Benefits Claim

Simple, easy and fast

It's easy to file for the Wellness Benefit^{1,2} 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 WA.

2. Referred to as Critical Illness Test benefit in VA only under policy series LRS-9670-0124, et al.

3. Only one Wellness Benefit will be paid in a twelve month period per covered individual, subject to a maximum of four per family.

Examples of health screening tests covered under the policy:

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

Any other preventative screenings, including but not limited to tests, diagnostic procedures, routine examinations and immunizations. Examples of these include, but are not limited to Dental Exam, COVID test, Eye Exam, Mental Health Screening, etc.⁴

4. Any other category is not available in MO and WA.
This brochure is not a contract. The availability of the described features 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.

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