



WELLFLEET WORKPLACE WELLNESS CLAIMS FAQ

WHAT IS WELLFLEET'S WELLNESS BENEFIT?

- The Wellness Benefit (Health Screening Benefit) pays you directly once per year for covered screenings and doctor visits.
- Screenings include annual exams, well child visits, sports physicals and many others (see list on the next page).
- Benefits also cover immunizations or vaccines including flu, pneumonia and COVID-19.
- Wellness claims can be filed quickly, without the need to upload paperwork.

HOW DO I FILE A WELLNESS CLAIM WITH WELLFLEET WORKPLACE?

Submitting a wellness claim with us is easy! Simply follow the steps outlined below.

1. Choose how to submit your claim:



Online Portal

Register or Sign In:
WellfleetWorkplace.
com/register



Email

workplaceclaims@
wellfleetinsurance.com



Phone

(855) 664-5838
8:30 A.M. to 5:00
PM EST



Mail

Wellfleet Insurance
Company
P.O. Box 15769
Springfield, MA 01115



Fax

413-452-5486

2. Complete the claim form found at [Wellfleetworkplace.com/forms](https://www.wellfleetworkplace.com/forms), when submitting via email, mail, or fax, or simply answer a few questions, when filing online or by phone.



WHAT INFORMATION DO I NEED TO FILE A WELLNESS CLAIM?

For all claim types, you will need to provide personal information about each claimant, including:

- Date of birth
- Social security number
- Insurance policy information
- Mailing address
- Banking information (for direct deposit payments)
- Screening test type*
- Supporting information, including provider, patient's name, date of test(s) and exam

HOW DO I GET PAID?

Once your completed claim form and any additional documentation has been received, processed and approved you will be paid the total benefit amount listed on your policy details.

HOW LONG DOES IT TAKE TO PROCESS A CLAIM?

Health Screening Benefits submitted telephonically are usually processed within 1 business day. Claims submitted online, or via email, US mail or fax, have a standard turnaround time of 2 business days, upon receipt.

WHO PROVIDES MY COVERAGE?

Your coverage is provided by Wellfleet, a Berkshire Hathaway company.

*Eligible health screening tests include but are not limited to (check your policy for your comprehensive list):

| | | |
|----------------------------------------|---------------------------------------------------------------|--------------------------------------------------------|
| Abdominal aortic aneurysm ultrasound | Cytology smear | Pap smear |
| Annual examinations for adults | Dermatological screenings for skin cancer | Pneumonia immunization |
| Aortic ultrasound | Double contrast barium enema | PSA (blood test for prostate cancer) |
| Blood test for triglycerides | EKG | Serum cholesterol HDL/LDL |
| Bone density screening | Fasting blood glucose test | Serum protein electrophoresis (blood test for myeloma) |
| Bone marrow testing | Fasting plasma glucose | Sports physicals |
| Breast MRI | Fecal DNA testing | Stress test |
| Breast thermograph | Fecal immunochemical testing | Tetanus |
| Breast ultrasound | Flexible sigmoidoscopy | Thermography |
| CA 125 (blood test for ovarian cancer) | Flu vaccination | Thin prep pap test |
| CA 15-3 (blood test for breast cancer) | Genetic screening testing for medical diagnosis and treatment | Transvaginal ultrasound |
| Carotid ultrasound | Hemocult stool analysis | Two-hour post load plasma glucose |
| CEA (blood test for colon cancer) | Hemoglobin A1C | Virtual colonoscopy |
| Chest x-ray | Hepatitis B immunization | Well child visits |
| Chicken pox immunization | HPV immunization | |
| Colonoscopy | Mammography | |
| Concussion baseline testing | Meningitis immunization | |
| COVID-19 vaccination | MMR immunization | |
| CT Angiography | Myocardial perfusion imaging | |

WHAT IF I HAVE QUESTIONS?

We're here to help! For questions, give our Customer Care Team a call at **(855) 664-5838**

Monday – Friday, 8:30 a.m. – 5:00 p.m. EST; or email workplaceclaims@wellfleetinsurance.com

Submission of a claim does not guarantee payment.

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