Contact Information

Adventist Risk Management

- benefits@adventistsrisk.org
- •301-453-6969



Kimberly Seitz – National Account Executive

- kimberly.seitz@voya.com
- •301-775-0487



Dena Triantafillou – National Account Client Specialist

- dena.triantafillou@voya.com
- •774-319-1207

empathy.



Bereavement Support



Funeral Planning services



Will Preparation services

Services and Care Team support

General Care Team Support:

251-299-8482

support@empathy.com

Loss Support:

769-305-2683

Employees and insureds: join.empathy.com/voyasupport-loss

Beneficiaries: join.empathy.com/voya

Employee and insured Pre-Planning Support:

802-797-4027

join.empathy.com/voyasupport-preplanning

App access for insured and beneficiary loss support

Enter referral code: EMP-VOYALOSS



Administrative Information

Policy Holder Name

North American Division of Seventhday Adventists

Group Number

678074- Please use appropriate account number assigned to your location on all claims

Dedicated Email

Billing

nadadventist@voya.com EBPA1@voya.com

To file a Life/AD&D or disability claim electronically - PREFERRED METHOD

www.voya.com/claims

To discuss or mail Life claims

PO Box 1548 Minneapolis, MN 55440 **Overnight Address**

Vova Life Claims

20 Washington Ave, South Minneapolis, MN 55401 Phone Number (888) 238-4840

To discuss or mail Long Term Disability **Income Claims**

Voya Employee Benefits* 300 Southborough Dr., Suite 200

South Portland, ME 04106-6914 Phone Number (888) 305-0602

claims@disabilityrms.com *Disability RMS is the claims administrator on behalf of the insurance company.

https://presents.voya.com/EBRC/SDA or

For Employee Benefits Plan Summaries, Brochures, and Claim

Election of Portability/Conversion Forms

ReliaStar Life Insurance Company

PO Box 20

Minneapolis, MN 55401 Questions (800) 955-7736

Claim Form Library

scan QR code below

CHANGE as of 1/1/2025:

Retiree Continuation forms (Retirees that have Supplemental Life can continue coverage into retirement)

Email forms to: EBGRPNB@voya.com

Or mail to:

Attn: New Business ReliaStar Life Insurance Company

250 Marquette Avenue, Suite 900 Minneapolis, MN 55401 Questions (800) 955-7736

Hover your cell phone camera over the QR code, or type the following URL into your browser:

https://presents.voya.com/EBRC/SDA

Life / Personal Accident (AD&D) / LTD Insurance

Basic Life Insurance & AD&D—Standard Plan

- Employee \$100,000 (Basic Life and AD&D)
- •Spouse \$50,000 (Basic Life only)
- •Child(ren) \$10,000 (Basic Life only)

Dependent

- •Lawful spouse
- •Unmarried child less than 26 years of age

Supplemental Life Insurance

- Employee Choice of \$10,000 to a maximum of \$750,000 in \$10,000 increments
- •Retirees \$10,000 to a maximum of \$250,000 in \$10,000 increments
- Dependent Spouse \$10,000 to a maximum of \$25,000 in \$10,000 Increments
- Dependent Child \$1,000 to a maximum of \$25,000 in \$1,000 increments

Personal Accident Insurance (AD&D)

- •Employee Choice of \$10,000 to a maximum of \$500,000 in \$10,000 increments
- Dependent Spouse \$10,000 to a maximum of \$500,000 in \$10,000 Increments
- Dependent Child \$5,000 to a maximum of \$25,000 in \$5,000 increments

• Elimination Period = 90 days

LTD

- •Monthly Benefit = 66 2/3% to \$10,000
- •Benefit Duration = Social Security Retirement Age
- •Own Occupation Period = 24 mo.

Contact IMG

- •24 hours a day
- •365 days a year

IMG Worldwide:

+1 (317) 659-5841

Email:

assist@imglobal.com

Online:

https://imglobal.com/ member/login

Referral Code: **VOYATRAVEL**

Download "IMG Mobile" from your app store







Evidence of Insurability process through bswift

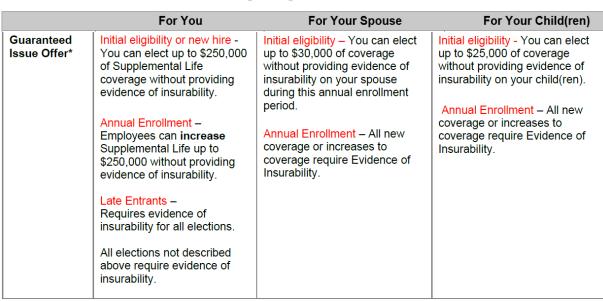
For Employees

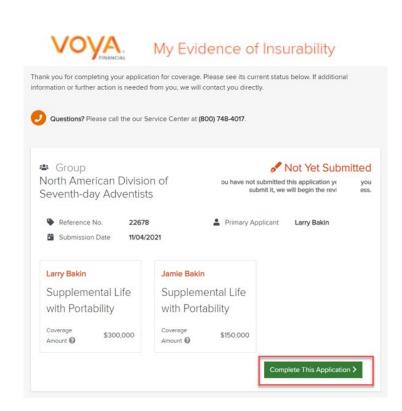
- * Pop up alerting employee if supplemental Life election requires evidence of insurability
- * Automatically directed to Voya's application via Single Sign On
- * This SSO connection automatically and securely prepopulates all the employee's demographic, employment and coverage information in Voya's myEOI site
- * The employee completes the application by providing information on the condition of their health (or their family members' health) in order to be considered for the desired insurance coverage.
- * Employees receive a real-time decision on the status of their EOI application, which will be either immediately approved, denied or require further action from the employee.

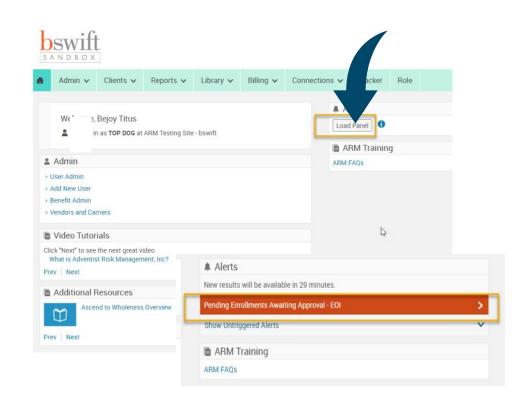
For Employers

- Notification of decisions through your Alerts section on bswift
- * On your child site homepage, under the Alerts section select "Load Panel"
- * A list of alerts will pop up, click "Pending Enrollments Awaiting Approval -EOI"
- * A new tab will auto generate with a VIEW ONLY list of employees that fall under this alert
- * Create and Schedule reporting for your conference to view decisions
- * The HR representative will get an email notification of this report every Monday, so they can log into bswift and check this report for any updates

Ongoing EOI Rules







Beneficiaries can track Life claims online

- * Visit the Voya Claims Center at voya.com/claims and click on "Track a Claim" or the "check status" button
- * Enter your claim number, last 4 digits of the policyholder's SSN, and the policyholder's month/day of birth. Click the "check status" button. Your claim number was in your confirmation email or can be obtained by phone.
- * You will then see if your claim was received, reviewed, approved/denied/needing more information, and/or if an approved claim was paid.

Scan the code to view a demonstration video of how to check your daim status online.

