

Contact Information



Adventist Risk Management

- benefits@adventistrisk.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 Seventh-day Adventists

Group Number

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

Dedicated Email

nadadventist@voya.com

Billing

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

Voya Life Claims
PO Box 1548
Minneapolis, MN 55440
Overnight Address
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.

For Employee Benefits Plan Summaries, Brochures, and Claim Forms

[Claim Form Library](#)
<https://presents.voya.com/EBRC/SDA> or scan QR code below

Election of Portability/Conversion Forms

ReliaStar Life Insurance Company
PO Box 20
Minneapolis, MN 55401
Questions (800) 955-7736

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

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

LTD



Travel Assistance

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

Hover your cell phone camera over the QR code, or type the following URL into your browser:
<https://presents.voya.com/EBRC/SDA>



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 pre-populates 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

	For You	For Your Spouse	For Your Child(ren)
Guaranteed Issue Offer*	<p>Initial eligibility or new hire - You can elect up to \$250,000 of Supplemental Life coverage without providing evidence of insurability.</p> <p>Annual Enrollment – Employees can increase Supplemental Life up to \$250,000 without providing evidence of insurability.</p> <p>Late Entrants – Requires evidence of insurability for all elections.</p> <p>All elections not described above require evidence of insurability.</p>	<p>Initial eligibility – You can elect up to \$30,000 of coverage without providing evidence of insurability on your spouse during this annual enrollment period.</p> <p>Annual Enrollment – All new coverage or increases to coverage require Evidence of Insurability.</p>	<p>Initial eligibility - You can elect up to \$25,000 of coverage without providing evidence of insurability on your child(ren).</p> <p>Annual Enrollment – All new coverage or increases to coverage require Evidence of Insurability.</p>

VOYA My Evidence of Insurability

Thank you for completing your application for coverage. Please see its current status below. If additional information or further action is needed from you, we will contact you directly.

Questions? Please call the our Service Center at (800) 748-4017.

Group: North American Division of Seventh-day Adventists

Reference No. 22678 | Primary Applicant: Larry Bakin

Submission Date: 11/04/2021

Larry Bakin Supplemental Life with Portability | Coverage Amount: \$300,000

Jamie Bakin Supplemental Life with Portability | Coverage Amount: \$150,000

Complete This Application

bswift SANDBOX

Admin Clients Reports Library Billing Connections Tracker Role

We're logged in as Bejoy Titus in as TOP DOG at ARM Testing Site - bswift

Load Panel

ARM Training | ARM FAQs

Admin

- User Admin
- Add New User
- Benefit Admin
- Vendors and Carriers

Video Tutorials

Click "Next" to see the next great video: What is Adventist Risk Management, Inc?

Additional Resources

Ascend to Wholeness Overview

Alerts

New results will be available in 29 minutes.

Pending Enrollments Awaiting Approval - EOI

Show Untriggered Alerts

ARM Training | ARM FAQs

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/needng more information, and/or if an approved claim was paid.

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



Conferences not on Bswift will continue with current paper process