

Checking your claim status is as easy as 1, 2, 3



We make checking your claim status as easy as possible

Online claims status tracking is available for:

Accident Insurance
Hospital Indemnity Insurance
Critical Illness Insurance

Track status online

After you submit a claim, you will receive an email with your claim number. You will be able to track the status of your claim by visiting the Voya Claims Center online. By entering just a few pieces of information, claim status details are at your fingertips at a time convenient for you.

Claim status process:



Claim received



Claim reviewed



Claim status



Benefit paid if approved

ReliaStar Life Insurance Company (Minneapolis, MN) and
ReliaStar Life Insurance Company of New York (Woodbury, NY),
members of the Voya® family of companies

Steps to check a claim online

- 1 Visit the Voya Claims Center at voya.com/claims and click on “Track a Claim” or the “check status” button.
- 2 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.
- 3 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 claim status online.



Track claims status by phone

You can also receive a claim status update by calling our Claims Center team. You may need the claim number from your confirmation email and/or the policyholder’s social security number and birthdate.

For Supplemental Health coverages* claims, call **1-877-236-7564**.



Contact our Claims Center today for information on how to file a claim or check the status of a current claim.



*Supplemental Health coverages may include Accident Insurance, Critical Illness Insurance, Specified Disease Insurance, and/or Hospital Confinement Indemnity Insurance (which may include the Wellness Benefit).

Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis, MN) and ReliaStar Life Insurance Company of New York (Woodbury, NY). Within the State of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product availability and specific provisions may vary by state and employer’s plan.

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