

Instructions for filing a Vision Claim with Reliance Standard.

1. Employee should complete Part A of the claim form including signature as soon as possible after receiving the covered services. Please note: the form is Pre-populated with our Group Policy # for USD 489 (in case your Vision Card isn't handy).
2. **Easiest:** Include copy of detailed itemized receipt in place of Part B/C on the form. **Or:** Make sure Part B is fully completed by the Doctor, AND, Part C is fully completed by the Doctor or applicable Dispenser (note: we have a 15% Group Discount at Walmart).

Once received by Reliance Standard, the average turnaround time to receive your check is 2 to 3 weeks. ***Please remember to fax or mail your completed form and receipt ASAP so that you can be reimbursed in a timely manner.*** If you need help sending a fax, please contact Human Resources personnel at Rockwell Administration Center 785-623-2400.

Other tips to speed claims processing

Part 1 – Employee

Missing or incomplete information will slow down claims processing. To avoid this, please be sure to include:

#2 – Patient birthdate

Helps identify an insured and determine dependent eligibility.

#6 – Insured's identification number (SSN). This is the most important identifier for the plan member.

#11 and #12 – Coordination of benefits. If there is other vision coverage, the additional information requested is necessary for coordination of benefits.

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