SYMETRA
RETIREMENT | BENEFITS | LIFE

Critical Illness Insurance

Understanding your health screening benefit

Contact us:

Call 1-800-497-3699
Monday–Friday
8 a.m. to 8 p.m. ET

sbclaims@symetra.com
symetra.com/MyGO

Mailing address:
P.O. Box 674419
Houston, TX 77267-4419
Fax: 715-682-5919

Your health screening benefit amount:
$50
$50 for spouse
$50 for dependent child

Policy #: 12523000
Policyholder:
City of Johnston

You can also submit claims through My Group Online (MyGO). Simply use the policy information above to self-register and create an account.

Health screenings are essential when it comes to early detection of serious conditions. Fortunately, through your critical illness policy, you can receive a financial benefit for being proactive about your health and your family's.

After completing a health screening, just give us a call or send us an email and let us know (1) the name of the insured, (2) the type of screening, and (3) the date the screening was completed.

Eligible health screenings

- Annual physical exam
- Biopsy
- Blood test for triglycerides
- Bone marrow testing
- Breast ultrasound
- CA 125 (blood test for ovarian cancer)
- CA 15-3 (blood test for breast cancer)
- CEA (blood test for colon cancer)
- Chest X-ray
- Childhood vaccinations
- Colonoscopy
- COVID-19 (PCR, rapid, antibody)
- Fasting blood glucose test
- Flexible sigmoidoscopy
- Hemoccult stool specimen
- Mammogram
- Pap test
- Prostate-specific antigen (PSA) test
- Serum cholesterol test to determine HDL/LDL level
- Serum protein electrophoresis (blood test for myeloma)
- Stress test on a bicycle or treadmill
- Thermography

Please refer to your certificate for complete details.

Continued >

Frequently asked questions

How do I let Symetra know I had a health screening?

It's easy. Give us a call or send us an email and let us know three things: the name of the insured, the type of screening, and the date the screening was completed.

You can also submit a claim through **MyGO**. Once you've created an account and logged in, click **Submit my claim** and add any required information. You can also upload any relevant documentation from a desktop computer or mobile device.[1]

Is there another way to file my health screening benefit claim?

Yes. You can also send claims by mail or fax. Please use the contact information on the first page and we'll be happy to assist.

Who can receive a health screening benefit?

Anyone covered under your plan is eligible for these benefits. Please review your enrollment information for more details.

How often can I receive a health screening benefit?

This benefit is payable once per covered member during a calendar year.

What if I have a screening that qualifies for benefits under more than one of my Symetra plans?

If you have multiple coverages with Symetra, we'll automatically cross-check to see if you're eligible for more than one benefit and submit the claim on your behalf.

SYMETRA®
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Symetra Life Insurance Company
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Bellevue, WA 98004-5135
www.symetra.com

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Critical illness policies, insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004, are not available in all U.S. states or any U.S. territory. They provide benefits at a preselected, fixed dollar amount for covered conditions. They are not a replacement for major medical or other comprehensive coverage, and do not satisfy the minimum essential coverage requirements of the Affordable Care Act. Base certificate form number is SBC-04535 1/21.

Coverage may be subject to exclusions, limitations, reductions and termination of benefit provisions. For costs and complete details of the coverage, contact your benefits representative.

[1] If your policy was issued in CA or PA, please upload the actual bill and the Explanation of Benefits (EOB) from your health insurance carrier.