

Helpside partners with Reliance Standard (group # 000000019) for certain supplemental insurance products including:

- Supplemental Life
- Long-Term Disability
- Short-Term Disability
- Accident
- Critical Illness
- Hospital Indemnity

Matrix Absence Management handles the claims for these products for Reliance Standard. Before you begin your claim filing, please make sure you have the following information readily available:

- **Personal Information:** Name, address, telephone number, and the last four digits of your Social Security Number.
- **Job Information:** Job title, job description, workplace location and address, work schedule, supervisor's name and telephone number, date of hire, and last day worked.
- **Illness/Injury Information:** Nature of the illness/injury, how, when, and where the injury occurred (if applicable), the date the disability began (if applicable).
- **Provider Information:** Name, address, telephone number, and fax number for each treating health care provider

When you contact Matrix, please be sure to list **Helpside** as your employer.

To File a Short-Term Disability, Hospital Indemnity, Accident, or Critical Illness Claim:

You have three options:

Online: Go to www.matrixabsence.com. If it is your first time filing a supplemental claim online, you will need to click **Create an Account**.

Once you create an account, you will be able to enter the requested information and upload requested documentation for approval of your claim.

App: Search for the Matrix eServices Mobile App in the Android or iOS app store or scan the QR code to the right.

After downloading the app, you will be able to create an account and start your claim. The app allows you to take photos of requested documentation from your device and immediately upload them.



ANDROID



iOS

Phone: If you would like to speak with someone instead of using the online tools, you can call (877) 202-0055. Please be ready to provide the personal, job, illness/injury, and provider information listed above.

To File a Long-Term Disability Claim:

If you only have long-term disability coverage (and not short-term disability, accident, critical illness and/or hospital indemnity), you must submit your long-term disability claim using [this online form](#) or by calling (877) 202-0055.

If you have short-term disability, accident, critical illness and/or hospital indemnity in addition to your long-term disability coverage, you can file a claim using the website and app listed above.

To File a Supplemental Life Claim:

Contact Helpside by phone at (801) 443-1090 or email at rsliclaims@helpside.com

What to Expect After Filing a Claim:

Medical Release Authorization: You may be required to complete a Medical Release Authorization form allowing your health care provider to release information relating to your claim to Matrix Absence Management. Please respond to these requests from Matrix and/or your health care provider as soon as possible to prevent delays in claims processing.

If proper written medical documentation is not received from your provider within 15 days of your claim, it may not be approved. Adequate supporting medical information is required for all claims.

Benefits Eligibility Confirmation: Within five business days of filing your claim, you will be notified in writing, whether you are eligible for the requested benefit. Once all the pertinent information has been obtained, we will make an initial determination regarding your request.

Follow-up: Occasionally Matrix may need more information to continue or extend your disability benefits. If that is the case, they will contact you with directions and appropriate forms. Effective communication is a two-way process. You are encouraged to call Matrix at (877) 202-0055 anytime you have questions or concerns about your claim.
