

How to file an insurance claim

For certificate holders of Accident Insurance for the State of North Carolina/NC Flex.

Group Number: 680770



Follow these steps to file your claim:

- 1 Visit [NCFlex.org](https://www.ncflex.org) and click on **Accident** benefits.
- 2 Click “Additional Plan Information” button.
- 3 Open “NCFlex Accident Claim Form 12.18.pdf” and fill out form.
- 4 Once complete, **save PDF** to your computer and gather any additional supporting documents as instructed under the Claims Checklist section.
- 5 **Submit claim form** and supporting documentation either digitally or via mail:



Visit voya.com/claims and click on “Submit your Forms”.

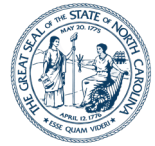


Print out claim form and documentation and send to:

Voya Claims
PO Box 320
Minneapolis, MN 55440

or

Voya Claims Overnight
20 Washington Avenue South
Minneapolis, MN 55401



NCFLEX
STATE INSURANCE PLANS
NCFLEX.ORG



If you have any questions about the claim process, call **1-877-464-5111**.

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