

City of Fort Lauderdale Q&A for Wellness Rider*

Question	Answer
How do I submit a Rider Claim?	You must complete a Wellness Claim Form and attach proof of the test(s) you are claiming. The form can be emailed, faxed, or put into regular mail. In addition, it can be downloaded off of our website, http://trustmarksolutions.com . Please follow the directions on the form and complete one form for each person per calendar year.
What is the Rider Claim FAX number?	1-508-471-3208
Can I email the form to you?	Yes, send to RiderClaims@Trustmarkins.com
Who do I call if I have any questions?	For Claims Customer Service call 877-201-9373.
What is covered?	You are allowed 2 tests per calendar year per covered person. All of the tests are listed on the claim form. Routine physicals & immunizations are covered. The benefit amount is \$50 per test.
All my tests were done the same day can I claim all of them?	We will only consider one test per visit, unless the additional testing is completed in a separate facility on the same day.
Is Genetic Testing Covered?	No.
I had testing at a Wellness Clinic at work, what do I send in?	You should have the medical personnel conducting the clinic sign section D of the claim form, and indicate the test done.
What paperwork do I submit with the claim form?	You should submit proof of the test(s) that you are submitting on the claim form. For example, your test results or an EOB detailing the date and type of test you are claiming.

*This information is for general description purposes only. These statements do not amend, modify or supplement the insurance policy. Consult the actual policy for details regarding terms, conditions, coverage, exclusions, and limitations which may apply.