Symetra Life Insurance Company

SYMETRA®
RETIREMENT | BENEFITS | LIFE

Accident Insurance

Understanding your wellness benefit

Contact us

Call 1-800-497-3699
Monday–Friday
7:30 a.m. to 6 p.m. ET

sbclaims@symetra.com
symetra.com/MyGO

Mailing address:
P.O. Box 440
Ashland, WI 54806
Fax: 715-682-5919

Your wellness benefit amount:

Policy #:
Policyholder:

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

You can't predict when an accident may occur, but keeping tabs on your overall health can help you prepare for the unexpected. Through your Symetra Accident Insurance policy, you can receive a financial benefit for being proactive about your health.

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

Eligible wellness screenings

- Abdominal aortic aneurysm ultrasonography
- Baseline testing for concussion
- Blood test for lipids, including total cholesterol, LDL, HDL and triglycerides
- Bone density screening
- Bone marrow testing
- Breast MRI
- Breast ultrasound
- CA 15-3 (blood test for breast cancer)
- CA 125 (blood test for ovarian cancer)
- Carotid Doppler
- CEA (blood test for colon cancer)
- Chest X-ray
- Child sports physicals
- Colonoscopy or virtual colonoscopy
- COVID-19 (PCR, rapid, antibody)
- CT angiography
- Electrocardiogram
- Fasting blood glucose test
- Flexible sigmoidoscopy
- Mammograms
- Pap test
- Prostate-specific antigen (PSA) test
- Serum cholesterol test to determine level of HDL and LDL
- Stress test on a bicycle or treadmill
- Testicular ultrasound
- Thermography
- ThinPrep Pap test

Frequently asked questions

How do I let Symetra know I had a wellness 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 computer or mobile device.[1]

Is there another way to file my wellness 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 wellness benefit?

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

How often can I receive a wellness benefit?

This benefit is payable once per insured, per 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 will submit the claim on your behalf.

Please refer to your certificate for complete details.

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[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.