

Three Convenient Ways to File a Claim

We make it easy.

Reliance Matrix makes it easy to start any benefit claim. Knowing what to do, and what to expect, will help you get prompt, appropriate service and improve your overall experience.



24/7 Online

File securely at
matrixabsence.com



Mobile

Scan the QR code to download the
eServices mobile app



By Phone

Speak to an intake representative 24/7.
Toll-Free: **877-202-0055**

You will need a valid email address and some general information to get started. You will not need your policy number to submit a claim. Depending on which type of claim you are submitting, you should be ready to provide information such as: name, address, gender, date of birth, phone number, Social Security number, employer's name and address, your injury/condition and physician or medical provider information.

After we receive your submission, we will contact you to verify your information and gather any additional information needed to process your claim and discuss next steps.

HAVE A QUESTION? Many claims inquiries can be answered 24/7 on our website, reliancematrix.com/contact-us (contact Customer Care) or through our telephonic intake line: 1-877-202-0055. Customer Care Representatives are available weekdays from 8 AM – 7 PM eastern time.

For more information, visit reliancematrix.com.