



HOW TO FILE A CLAIM

1. Complete the appropriate claim form for the type of claim you are filing (i.e., Wellness claim, Accident/Disability Claim, etc.)
2. Complete the Authorization to Disclosure Form (This form allows us to speak to Allstate on your behalf but is not needed for Wellness Claims).
3. Have your Employer and Physician complete the areas of the claim form (if applicable)
4. Attach copies of receipts (wellness claims) as required
5. Mail claim forms to Provest Flexible Benefits (formerly New Liberty Administration), Attn: Claims Department, 4050 Katella Avenue, Suite 213, Los Alamitos, CA 90720

All claims will be “scrubbed” for completeness prior to being sent to Allstate. Every 48 hours after the claim has been received we will contact Allstate to check the resolution status.

Wellness claims can be faxed directly to Allstate, thus reducing the processing time. The fax number for this is 972.510.1773.