



SMART TD VDP POLICY HOLDER INFORMATION

SMART TD VDP

To better assist you in utilizing your SMART TD VDP policy, please see the below information and contact numbers. The SMART VDP Customer Service Center is always here to assist you and is a great resource to get involved early with any questions or concerns.

Members with general questions regarding their SMART VDP policy.

Call the SMART Customer Service Center at (224) 770-5328.

What if I am no longer actively working?

Members are responsible for paying their monthly premiums to maintain their coverage when not actively working. To set up your monthly ACH premium payments, call the SMART Customer Service Center at (224) 770-5328.

What if I have not been working and have back owed premiums?

To avoid your coverage canceling, members who may have back owed premiums need to contact the SMART Customer Service Center at (224) 770-5328 as soon as possible to set up a payment plan.

What if I need to file a claim?

Members who need to file a claim should call the Amalgamated Claim Line at (866) 975-4089, and then when prompted, press 2. Amalgamated will then send you claim forms to be filled out by your doctor.

Pre-Existing Conditions.

Claims that are filed in the first 12 months of being on the policy will have a pre-existing condition investigation. This will extend the time it takes to review the claim. All pre-existing conditions are covered after paying on the plan for 12 months.

How long will I receive benefits from Amalgamated?

When a claim is approved, members will receive a monthly benefit check from Amalgamated. At times, medical updates may be required from your doctor to extend your claim beyond the initial approval period. Benefits stop when you no longer provide necessary medical updates, are cleared to return to work, or your elected benefit duration comes to an end.

Contact Information:

Amalgamated Claim Line: (866) 975-4089 Press #2

Smart TD Customer Service Center: (224) 770-5328

Email: info@smart-vltd.com

Members who are not actively working who need to set up their premiums by ACH please call the Customer Service Center. You must notify the SMART Customer Service Center if you are suspended, furloughed, retired, or leave the SMART TD for any reason. Failure to notify could result in loss of coverage or back owed premiums.