



[MYCSBENEFITS.COM](http://MYCSBENEFITS.COM)

PROVIDES YOU WITH  
THE INFORMATION  
YOU NEED 24/7

- Downloadable Forms
- Claims Status
- Payment Detail
- Coverage Overview
- Certificate of Coverage
- Find a Provider
- Print an ID card

As an Eligible Participant, you can access your Eligibility and Claims information, along with electronic copies of your Certificate of Coverage and Explanation of Benefits for claims on you and your eligible family members. Also, you can view your maximum and deductible amounts, as well as search for a provider in your area.

Visit us



[mycsbenefits.com](http://mycsbenefits.com)



Citizens Security Life Insurance Co

12910 Shelbyville Rd, Suite 300  
Louisville, KY 40243  
800.843.7752 502.244.2420

## How Do I ...

### 1. Find a dental or vision professional (a provider).

Go to [mycsbenefits.com](http://mycsbenefits.com) and click on the appropriate Find a Provider link conveniently located on the home page.

### 2. Register to log into the system.

Go to [mycsbenefits.com](http://mycsbenefits.com). Click on the Register link on the left side of the page. Select Participant in the drop-down box and click Continue to proceed. Note that both the Group and Participant ID (PID) come from your ID card. You should create your own Login ID and Password, and you should type both your own Verification Information question and the answer into the Verification Information field. Once all information is correctly entered, you will be returned to the Login page where you can use your new Login ID and Password to access the system.

### 3. Log into the system.

Go to [mycsbenefits.com](http://mycsbenefits.com). If you have previously registered and obtained a Login ID and Password, enter them in the corresponding fields and click Login. If you have not previously registered, see item #2 above.

### 4. Review my Certificate of Coverage.

Go to [mycsbenefits.com](http://mycsbenefits.com) and log into the system (see item #3 above for login instructions). Once you are logged in, click the Documents/Forms link. Then, in the drop-down box select Certificates and click Show. Clicking on the Certificate link under the Form Description heading will display your Certificate of Coverage.

### 5. Review who in my family is covered (eligibility information) and see my benefit accumulators.

Go to [mycsbenefits.com](http://mycsbenefits.com) and log into the system (see item #3 above for login instructions). Once you are logged in, click the List Eligibility link to see your eligibility information. By clicking on a person listed under Enrollment Information you can also review Detail Information and Benefit Accumulators.

### 6. Review my claims information.

Dental: Go to [mycsbenefits.com](http://mycsbenefits.com) and log into the system (see item #3 above for login instructions). Once you are logged in, click the Claim Inquiry link. Here you can view your claims history, view an Explanation of Benefits (EOB), and check the status of a claim. By clicking on the claim # link, you can review information specific to that claim, such as Service Dates, Amount Charged by the Provider, and the Amount Paid to the Provider.

Vision: Call toll-free 800-406-1702 for any inquiries regarding your vision insurance claims.

### 7. Get a claim or enrollment form.

Go to [mycsbenefits.com](http://mycsbenefits.com) and log into the system (see item #3 above for login instructions). Once you are logged in, click the Documents/Forms link. Then, in the drop-down box select the type of form you want and click Show. If you live in a state with a state specific form listed, choose the corresponding link. For all other states choose Generic. Should you ever need to change your coverage you will need to use the enrollment form listed here.

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