



# How to file a claim for Unum benefits

Your life may just have become more complex, but we make it simple for you to file your claim and get the benefits you need. Don't worry, we've got you.

## YOU CAN DIGITALLY FILE AND MANAGE THESE CLAIMS:

- Group Disability (STD, LTD)
- Leaves of absence (maternity, FMLA, corporate)
- Life Insurance
- Accident, Critical Illness, Hospital
- Wellness benefits for screening tests
- Dental and Vision insurance (alwaysassist.com)

## NOT SURE WHICH TYPE OF CLAIM TO FILE?

No problem. Just answer a few questions on the website or app, and we'll help you figure everything out.

## FOR FASTEST RESULTS, FILE ONLINE



### On the web

First time filing a claim? Go to our secure website, [unum.com/claims](https://unum.com/claims), and register for an account. Returning users, please log in with your user ID and password. For Dental and Vision claims, go to [alwaysassist.com](https://alwaysassist.com).



### Using your mobile device

Download the **Unum Customer App** from the applicable App Store. Then, register and use the app to file one of these claim types or to manage your existing claim.

## OTHER WAYS TO FILE

### By paper form

Get a claim form at [unum.com/claims](https://unum.com/claims) or contact your HR department. Follow the instructions to mail or fax your completed form.

### By calling

Check with your HR department to find out whether you can file a claim over the phone, or call us at 1-866-679-3054.

## BEFORE YOU FILE, HAVE THE FOLLOWING INFORMATION HANDY:



### For leave of absence claims, you will need:

- Your supervisor's name and telephone number
- The last day you worked and the first day you were absent due to your claim event
- The date you expect to return to work (if you know), or the actual date if you have already returned to work



### For disability claims, you will need:

- Your health care provider's name, address, fax and telephone number
- The date you were injured or your illness began
- The dates of your visits with your health care provider for this condition, including your first, most recent, and next scheduled visit
- Any work restrictions or limitations your health care provider has recommended



### If your plan has a wellness (or health-screening) benefit, you will need:

- First and last name of the policyholder
- Policyholder's Social Security Number and/or policy number
- First and last name of the claimant (may or may not be the policy holder)
- Name and date of the wellness test

## BENEFITS OF DIGITAL FILING

- Access and download supplemental claim and year-end tax forms.
- Sign and submit authorization forms.
- Upload documents from your computer or our app, using your phone's camera.
- Register for direct deposit of your claim payment, when applicable.
- Review claim status, documentation, and most recent payment information.
- Verify and change personal information and get updates 24/7 on our mobile app or web portal.

## AFTER YOU FILE

Check your claim status and manage your claim on the web or mobile app. If you need to talk to someone, give us a call at 1-866-679-3054. For your dental and vision claim, call 1-888-400-9304.



### QUESTIONS ABOUT FILING?

If you have questions or need assistance, contact your employer or call 1-866-679-3054.



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