

# How to file a voluntary benefits claim

Unum makes it easy



If you have any questions or need further explanation of your benefits, just call **1-800-635-5597**.



Our customer service representatives are here to help provide you with all the information you need. It's that easy.

**When you need to file a claim, you may have other things to think about. The last thing you need is a complicated process to hold up your benefit payments.**

### To start, just follow these steps:

- Claim forms may be downloaded from our website at **www.unum.com** or you may call **1-800-635-5597** to obtain a claim form that includes employee/patient information, authorization and attending physician's statement.
- Complete the employee/patient information section and authorization forms.
- Have your doctor complete the attending physician's statement.
- Mail or fax the completed forms directly to Unum using the contact information on the claim form.

### What's the timeframe for reviewing my claim?

**Day 1 starts when...** Unum receives all of your completed claim forms.

**By Day 5...** An initial decision will be made on your claim. If Unum needs additional information for your claim, we will contact you by mail within the next five business days.

### Claims for wellness, too

Your Unum critical illness or accident insurance policy may include a wellness benefit (referred to as health screening benefit in certain critical illness policies) that can pay a benefit for a covered preventive health screening. This benefit is designed to help keep you — and your finances — healthy.

### To file a claim for the Wellness or Health Screening Benefit:

- Call 1-800-635-5597.
- Request to submit a wellness/health screening claim.
- Be prepared to provide:
  - First and last name of the policy holder
  - Policy holder'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
  - Physician's name and/or the facility name where the test was performed
- You can call 1-800-635-5597 to request a paper claim form if you do not want to file a claim over the phone.