

# SUBMITTING AN UNUM DISABILITY CLAIM

## 4 Ways to Submit Your Claim and Check Claim Status and Payment

Unum offers four secure and easy ways for you to submit and manage your disability claim. Find the best option for you!

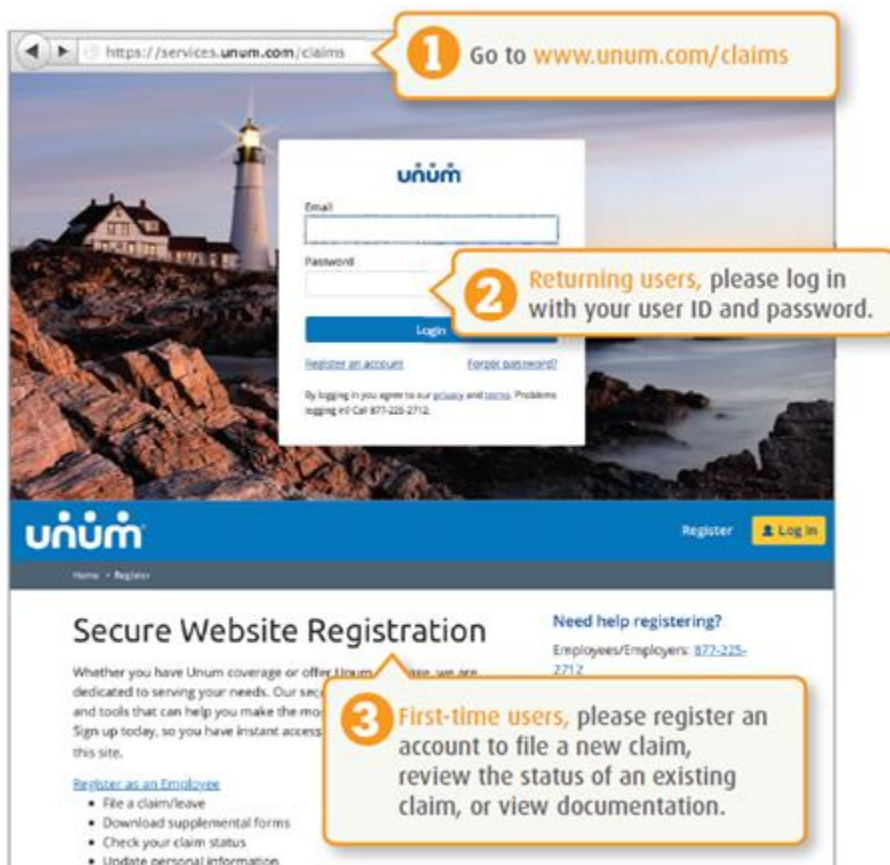
### 1 Download the App.

Filing and managing your claim is just a touch away. Go mobile with the *Unum Customer* app. Download the app from the AppStore or Google Play on your mobile phone to begin. *This is the fastest way to submit your claim and receive updates, anytime and anywhere!*



### 2 File Online.

Like the app, filing online is also a quick and simple way to file or check the status of your claim.



### App & Online Advantages

- Access and download supplemental claim and year-end tax forms.
- File your claim/leave paper-free, 24/7.
- Sign and submit forms electronically.
- Upload documents from your computer or from our app, using your phone's camera.
- Register for direct deposit of your claim payment.
- Review claim status, documentation and most recent payment information.
- Verify and change personal information, including contact information and treatment providers.

**\* Get updates 24/7  
with our mobile app or online web portal**

**Additional questions? Give Unum a call!**

**1-866-679-3054**

**Monday–Friday**

**8 a.m.–8 p.m. ET**



### **3 Give Unum a Call.**

To submit your claim via telephone, call 1-888-673-9940. Please be prepared with the information below.

Provide your healthcare provider with a signed and dated copy of the Disability Authorization Form. This form authorizes the release of medical information needed to evaluate your disability claim.

Fax a copy of the signed and dated Disability Authorization Form to the Unum Benefits Center at 1-800-447-2498. You may also submit your authorization electronically at [www.unum.com/claims](http://www.unum.com/claims).

#### **Please be prepared to provide the following information when you call to submit your claim:**

- Name of the company where you work
- Policy number: 413307
- Your name and Social Security number or employee ID number
- Complete address and phone number
- Date of birth
- Marital status
- Occupation (or job title)
- Supervisor's name and telephone number
- Your last day worked and your first day absent from work due to your claim
- The date you expect to return to work (if you know), or the actual date if you have already returned to work at the time you call
- Health care provider's name, address, fax and telephone number
- A brief description of your medical condition including cause of condition (illness or injury), date of injury or beginning of illness, and whether it is work-related
- Dates of your first visit, your most recent visit and your next scheduled visit with your healthcare provider for this condition
- Work restrictions or limitations stated by your healthcare provider, if any

### **4 Submit Paper Claim Form.**

Go to the *Total Rewards and Benefits Portal* (Benefits tab/Benefits Forms section) to download the form or contact [HR Services](#) for a copy. Complete the form in its entirety and follow the instructions for returning the claim form to Unum.

*Please be aware* the paper form option may take a few extra days to process as compared to claims submitted through Unum's app or web portal.