

SHORT-/LONG-TERM DISABILITY

HOW TO FILE A CLAIM



BEFORE YOU FILE YOUR CLAIM

1. Notify your employer if you need to be out of work because of an illness, injury or pregnancy
2. Have the following on hand:
 - ▶ Your Social Security number, birth date, home address, phone number and email address
 - ▶ Date of hire and job title
 - ▶ Details and contact information for any health care providers or hospital/clinic visits
 - ▶ Workers' compensation claims you filed or plan to file

FILE YOUR CLAIM

Choose one of these options:

 **ONLINE*** at myCigna.com > **Coverage > Disability**
(Make sure to print your confirmation page)

 **BY PHONE** at **888.842.4462** or **866.562.8421** (español), 7:00 am–7:00 pm CST and a representative will walk you through the process

For a fast, direct way to stay informed, opt-in for disability claim text notifications, either when submitting your claim online or by telling your Cigna claim manager.

CHECK CLAIM STATUS

- ▶ Log in or register on myCigna.com
- ▶ If you signed up for text notifications, you'll automatically be kept up-to-date by text

If you haven't visited myCigna.com yet, now is a great opportunity. It's easy to register and you can manage all your claims in one place.

CLAIM DECISION

- ▶ If your claim is **approved**, you'll receive a communication from Cigna letting you know it was approved, the duration and payment information
- ▶ If your claim is **denied**, you'll receive a communication from Cigna explaining the reason, along with instructions on how to appeal
- ▶ Cigna will inform your employer of the claim decision and your anticipated return-to-work date

ADDITIONAL RESOURCES

- ▶ Chat live with a Cigna representative on myCigna.com
- ▶ Call **888.842.4462** or **866.562.8421** (español), 7:00 am–7:00 pm CST



While you're out on disability, keep your employer informed of your return-to-work plans. This is especially important if you need workplace accommodations.

Save time and focus on your recovery

Authorize Cigna to contact your health care provider or employer for any information we may need related to your claim. To allow these permissions, simply click or answer "yes" online or on the phone at the end of your claim submission. Alternatively, you can call us after you submit your claim and a Cigna representative will assist you.

Together, all the way.®



* Please note: You'll need Google Chrome or Internet Explorer 11.

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