

# 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.



For fastest results, file online.



## On the web

First time filing a claim? Go to the secure website and register for an account.

Returning users: please log in with your user ID and password.

- Leave, Disability, Term Life/Accidental Death & Dismemberment (AD&D), Accident, Critical Illness, Hospital: [unun.com/claims](https://portal.unum.com/claims)
- Total Leave: <https://portal.unum.com>
- Dental, Vision, Whole Life: online filing not available



## Using the app

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

- Leave, Disability, Term Life/AD&D, Accident, Critical Illness, Hospital, Whole Life: Unum Customer App
- Total Leave: use <https://portal.unum.com> on your phone
- Dental, Vision: online filing not available

## 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've finished filing:

You can check your claim status and manage your claim on the web or mobile app.

## Other ways to file



### By paper form

- Leave, Disability, Term Life/AD&D, Accident, Critical Illness, Hospital, Whole Life: Get a claim form at [unum.com/claims](https://unum.com/claims) or contact your HR department. Mail or fax your completed form using the fax number or address shown on the form.
- Dental, Vision: See instructions in the box to the right.



### By phone

- Leave, Disability: 800-858-6843
- Term Life/AD&D: 800-445-0402
- Accident, Critical Illness, Hospital, Whole Life: 800-635-5597
- Dental, Vision: 888-400-9304

### Filing a dental or vision claim

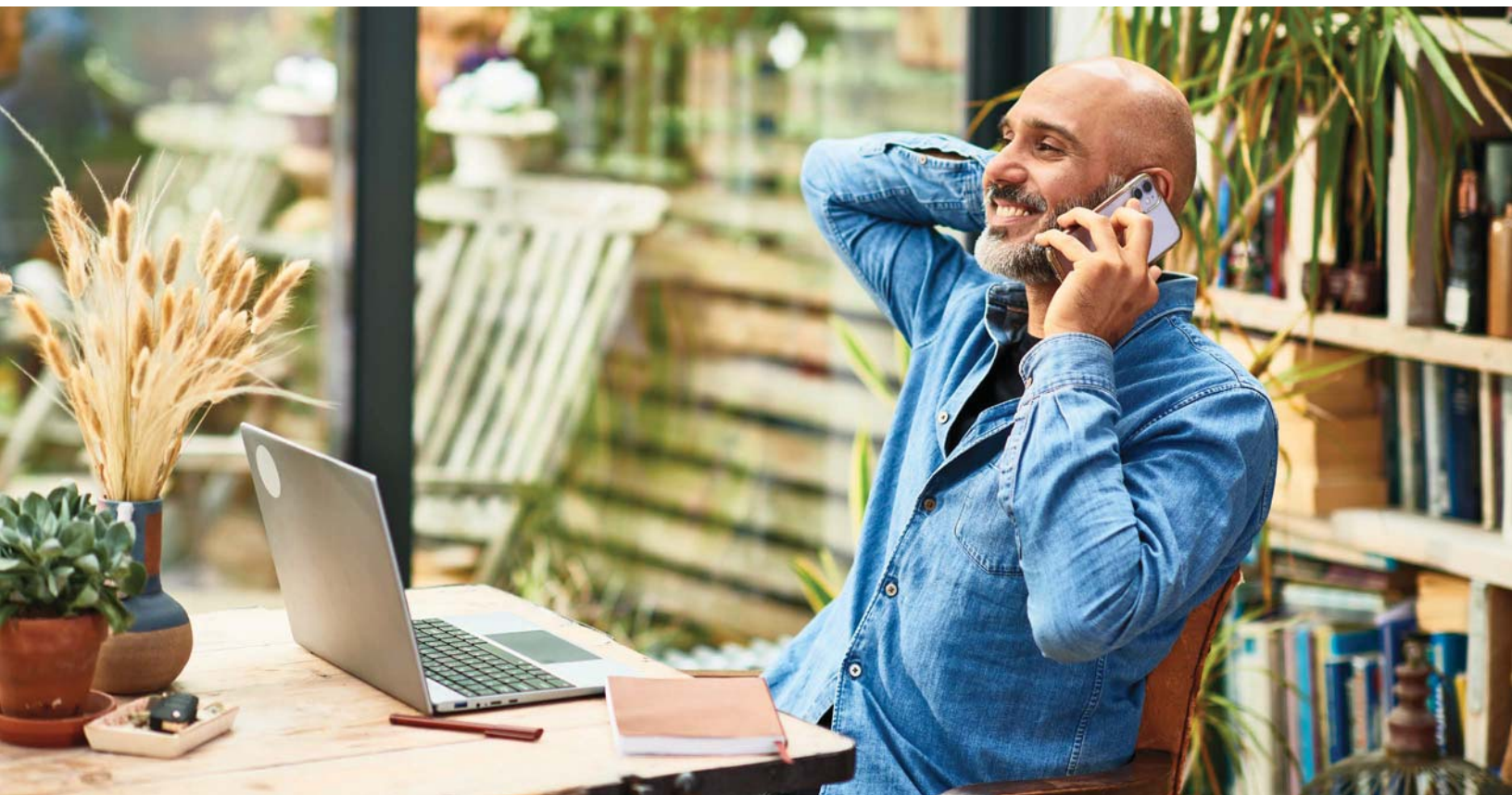
For both dental and vision claims, we do not provide electronic submission. You can obtain a claim form from [unumdentalcare.com](https://unumdentalcare.com) and [unumvisioncare.com](https://unumvisioncare.com) or contact customer service at 888-400-9304. You can either mail, fax or email it in with the required documentation.

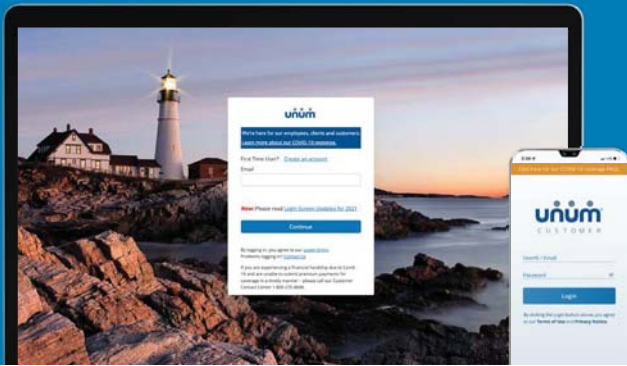
#### Dental:

Mail: Claims Department  
P.O. Box 80139  
Baton Rouge, LA 70898-0139  
Fax: 855-400-9307  
Email: [DentalClaims@Unum.com](mailto:DentalClaims@Unum.com)

#### Vision:

Mail: Claims Department  
P.O. Box 14389  
Baton Rouge, LA 70898-4389  
Fax: 855-400-9307  
Email: [VisionClaims@Unum.com](mailto:VisionClaims@Unum.com)





# Instructions on how to file your claim

## On the web

1. Go to [unum.com/claims](https://unum.com/claims) or, for Total Leave, <https://portal.unum.com>.
2. a. If filing a claim for the first time, click "Create an account."  
b. If you already have an account, enter your email.
3. Once you're logged in, begin with "Report a New Event" to provide initial details of what happened. Then select "Continue."
4. Add information about the following:
  - a. The claimant: you or a covered family member
  - b. Your employment
  - c. Medical care resulting from the event, like surgery
  - d. Absences from work
  - e. Medical providers visited—physicians, hospitals, other medical professionals

2

First Time User? [Create an account](#)

Email

3

Report a New Event

The following questions will be used to determine if your event is eligible for coverage.

If you and your family members were involved in this event, you will have to submit a separate claim for each person, but we'll make it as easy as possible.

Who is this for?

Is this a new event?

What happened?

Is it sick, critically ill, needs surgery or in hospital

Had an accident or injury

Is expecting (pregnancy, adoption or foster care)

My Benefits

Critical Illness / Specified Disease

Hospital

4

Claimant Details

Please verify or provide the following information to best communicate with you.

Profile \*

First Name \*

Last Name \*

Date of Birth \*

What is your preferred language for future verbal communications? \*

What is the best number to reach you during the day (including cell phone)? \*

Medical Records

Do you have any medical records that relate to your claim?

5

Review & Submit

Required Questions

Confirm Responses

Medical Authorization

Fraud Statement

6

Agreement & Submission

I, **Aaaa Bbyfs**, have read and understand the fraud notices listed above. I also understand that should my claim be overpaid for any reason, it is my obligation to repay any such overpayment. The statements and the information provided are true and complete to the best of my knowledge and belief.

Today's Date: 2 / 7 / 2022

Signature:

Accept & Submit

7

We have Received your Submitted Event. First Step is Complete!

Please complete the following initial tasks as soon as possible.

Event Summary For Aaaa Bbyfs

Identify that may occur from event

Event Type

How did we get?

Submit

5. Review your information and:
  - a. Confirm responses
  - b. Provide medical authorization
  - c. Review fraud statement

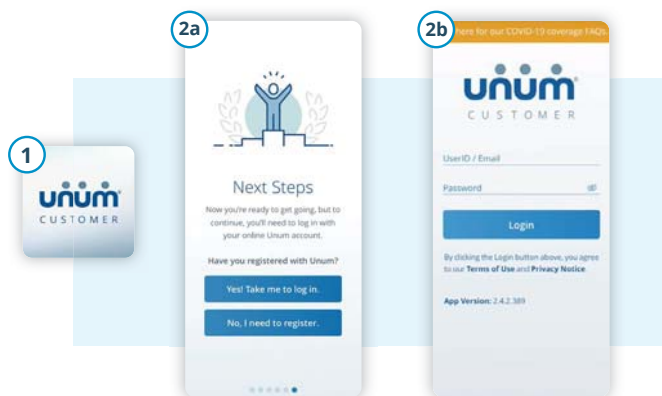
6. Select "Accept" and "Submit."

7. View confirmation screen, see any next tasks and track progress.

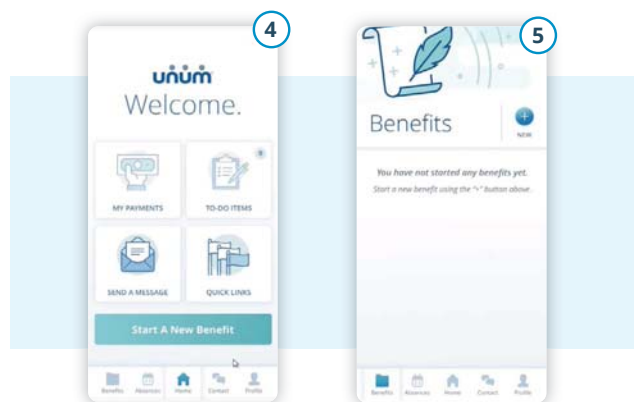


# On the app

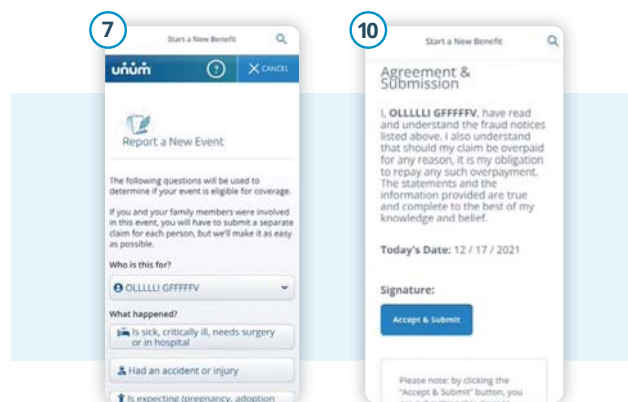
1. Download the Unum Customer app from either Apple® or Google Play™.
2. a. If filing a claim for the first time, scroll through the introduction screens until you reach “Next Steps” and select “No, I need to register.”  
b. If you already have an account, you can log in.
3. Read the Terms of Use and select “I understand and accept.”
4. On the Welcome screen, select “Start a New Benefit.”
5. On the Benefits screen, click on the “+” button



6. File a new claim or report a death in the family (for life insurance).
7. Provide information about what happened so Unum can identify which coverage applies to your situation.
8. Add information about the following:
  - a. The claimant (you or a family member)
  - b. Your employment
  - c. Medical events resulting from the event, like surgery
  - d. Absences from work
  - e. Medical providers visited — physicians, hospitals, other medical professionals



9. Review your information and:
  - a. Confirm responses
  - b. Provide medical authorization
  - c. Review fraud statement
10. Select “Accept” and “Submit.”
11. View confirmation screen, see any next tasks and track progress.



**Better benefits  
at work.™**

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FOR EMPLOYEES

(2-22)