

## Submitting Your Disability Claim



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### How to file a disability claim

Disability coverage is a valuable benefit because it helps protect your income when you are unable to work due to an illness, injury, or pregnancy. Prudential is pleased to provide you with disability coverage and wants to make your claim for benefits as easy as possible.

### Just follow these steps

If you are out of work for more than 7 calendar days accident / 7 calendar days sickness, or have an upcoming planned disability absence such as childbirth or surgery:

1. **Notify your HR Administrator**
2. **Call Prudential at 800-842-1718, Monday-Friday 8am-8pm EST**

You can speak to a trained disability specialist or follow the prompts to record your disability information.

**OR**

**Log in to [www.prudential.com/mybenefits](http://www.prudential.com/mybenefits)**

Click on "Claims and Absence" and then "File a Claim / Report an Absence." There, you can input your information and download any forms you may need.

3. **Ask your doctor's office to make a copy of the attached Authorization Card.**

This will allow your doctor's office to release information Prudential needs to process your claim for disability benefits.

### Have this information ready

To help us process your claim for benefits promptly, you'll be asked to provide this information:

- **Company Name: Maury Regional Health**
- **Company Control Number: 71298**
- Employee ID or Social Security number
- Address and telephone number
- Date of birth
- Job title
- Doctor's name, phone number, and fax
- Your last day worked and your first day out due to this condition
- If the absence is work-related
- The date you expect to return to work

### What you can expect

To process your claim for disability, Prudential needs statements from you, your doctor, and your employer. When you speak with a Prudential specialist, they will obtain your information. Prudential will get your doctor's and employer's information for you.

A decision will be made after we review this information. If you have Short Term Disability (STD) and Long Term Disability (LTD) coverage with Prudential, you do not have to submit a LTD claim.

### When should I contact Prudential again?

Notify us by phone or online if:

- You have updated information
- You are unable to return to work when planned
- You have returned to work or are returning
- You want to report your delivery date
- You need forms

### Find out about your claim

To get claim status or payment information about your claim for disability benefits, call 800-842-1718 or log in to [www.prudential.com/mybenefits](http://www.prudential.com/mybenefits)