# REPORTING A DISABILITY IS AS EASY AS 1, 2, 3



Follow these steps to file a disability claim online.

## 1. Gather your information:

- Employee ID or Social Security Number
- First date absent
- Work schedule
- Date you expect to return to work
- The treating physician's name, fax, and telephone number

## 2. Log in to your account at mybenefits.prudential.com.

If you're a first-time user, create your account:

- Click **Register Now**
- Enter control number or company name **52653** or **Milhaus SRG**
- Create your username and password

Scan the QR code using your mobile device

## 3. Enter your information:

- Click **Claims and Absence**
- Click **File a Claim** to add your information and download your forms

**Tip:** While in your account, opt in to text and email communication, which helps pay your claim faster.

MILHAUS.

Prudential

## What coverages are available?

- Short Term Disability (STD)
- Long Term Disability (LTD)

## Report your disability to your Supervisor first, then report to Prudential when:

- Incapacitated for more than three days and under a physician's care for an illness
- Absent due to an accident for more than seven days
- Out of work for more than seven days for a sickness
- Hospitalized
- Pregnant or absent from work due to pregnancy complications

## Manage your claim online:

- Update your information
- Indicate that you're unable to return to work on the planned date
- Indicate your return-to-work date
- Report your delivery date or time on an intermittent leave



**You can file a claim by calling a Prudential representative or following the prompts to record your information: 877-FOR-PRU1 (877-367-7781).**

Please refer to the Booklet-Certificate for all plan details, including any exclusions, limitations, and restrictions, which may apply. If there is a discrepancy between this document and the Group Contract issued by Prudential, the terms of the Group Contract will govern.

**New York Residents:** This policy provides disability income insurance only. It does NOT provide basic hospital, basic medical, or major medical insurance as defined by the New York Department of Financial Services.

**North Carolina Residents:** THIS IS NOT A MEDICARE SUPPLEMENT PLAN. If you are eligible for Medicare, review the Guide to Health Insurance for People with Medicare, which is available from the company.

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