SUBMIT AND MANAGE YOUR CLAIM ON THE GO



Important information about submitting a claim

To receive benefit payments for Accident, Critical Illness, and Hospital Indemnity Insurance, issued by **The Prudential Insurance Company of America (Prudential)**, you'll need to submit a claim to us.

It's easy to start your claim.

The Prudential MyBenefits mobile app
Download the app

Apple Store

Google Play

Online at mybenefits.prudential.com
Log In > “My Claims” > “File a Supplemental Health Claim”

We're here to help

Call Prudential at 844-455-1002, M-F, 8 am to 8 pm ET, with any questions.

If you're a first-time user, you'll need to register before logging in, using Control Number 52653.

To file your claim, you'll need to share what happened and when, who provided treatment, and give us permission to get information from your medical provider.

What's next?

After you submit your claim, a Prudential claims specialist will review your information. You'll receive a notification when a decision is reached. Check your claim's status online or through the mobile app.

Claims monitoring helps maximize your benefits
At no cost to you, we'll monitor your disability claim to see if there are any services you received that may be eligible for an accident, critical illness, and/or hospital indemnity payment. If we find an eligible claim, we'll send you a notification.

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Prudential

By mail, fax, or phone

Follow these steps to complete a paper claim form:

- Go to www.prudential.com/mybenefits.
- Download a claim form from the Forms Library.
- Send us your completed and signed form with any supporting documents (such as reports, invoices, and medical documents) by any one of the following:

Mail

The Prudential Insurance Company of America
c/o Accenture Insurance Services as Third-Party Administrator
P O Box 71330
Philadelphia, PA 19176-1330

Fax

844-929-9780

Phone

844-455-1002
Call us and we'll help start your claim.

Group Accident, Group Critical Illness, and Group Hospital Indemnity Insurance coverages are limited benefit policies and are not substitutes for medical coverage that provides benefits for medical treatment, including hospital, surgical, and medical expenses, and they do not provide reimbursement for such expenses.

Group Insurance coverages are issued by The Prudential Insurance Company of America, a Prudential Financial company, Newark, NJ.

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