

# HOW TO SUBMIT A CLAIM



## 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.



#### Online at [mybenefits.prudential.com](https://mybenefits.prudential.com)

Log In > "My Claims" > "File a Supplemental Health Claim"

If you're a first-time user, you'll need to register before logging in, using Control Number 70354.

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.

### By mail, fax, or phone

Follow these steps to complete a paper claim form:

- Go to [www.prudential.com/mybenefits](https://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.



**Prudential**

Group Accident and Group Critical Illness 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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