

## How to submit a MetLife [Accident, Hospital Indemnity, Critical Illness] claim



Submitting an [accident, hospital indemnity, critical illness] claim doesn't have to be challenging. Below you'll find the information and tools you need to make the process as smooth as possible.

### How to submit an [accident, hospital indemnity, critical illness] claim online

Submitting a claim is as simple as 1-2-3:

1



Visit [mybenefits.metlife.com](https://mybenefits.metlife.com) to view your certificate of insurance and to initiate your claim\* or call 866-626-3705 to obtain a claim form.\*

2



Answer some questions about your claim and upload your medical documentation to support your claim. The whole process takes just minutes!

3



Visit MyBenefits frequently to check claim status, letters and benefit payments.

\*For Critical Illness claims, a Physician Statement, which is available on MyBenefits, needs to be completed by your physician.

### What happens next

A MetLife claims specialist will review your information, request any additional medical information (if necessary), and notify you in writing of a claim decision.

**Online claim submission is hassle-free!**

You can register at [www.mybenefits.metlife.com](https://www.mybenefits.metlife.com). See reverse for details.



### **Benefits of registering online:**

- Faster processing time
- Less paper waste
- Claims can be submitted 7 days a week

### **MyBenefits: quick and easy online claim submission**

MyBenefits is the web portal for MetLife group participants. Once registered, you can log in to:

- Submit a claim and upload medical documentation
- See claim status, history, and payments
- Set up direct deposit of benefits
- Read correspondence from MetLife
- Download claim forms
- View your certificate of insurance and designate beneficiaries