

Your guide to submitting a claim

Welcome to the Self-Service Claim portal.
We've made filing your claim easier than ever.

Here's what you do:

Visit chubb.com/workplacebenefitsclaims



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Getting started

Registering your account for the first time

- Visit chubb.com/workplacebenefitsclaims
- To register for the first time, click **First time here? Register now**
- Select from 3 options to locate your account:
 - Phone number
 - Policy number
 - Social Security number
- Next, enter your name, date of birth, last four digits of your Social Security number, and we'll find your account information
- You will receive a one-time passcode (OTP) to the email address you entered to complete your registration
- Create a user ID with your email address and choose a password



Logging in

- Once you're registered, login to the Self-Service Portal at chubb.com/workplacebenefitsclaims
- After logging in, you'll come to your dashboard
- Look for the **My claims** option and click the **View claims** button



Starting a new claim

- In the Claims section, choose **Start a new claim**:
 - Let us know if you're starting the claim for yourself or someone else
 - If you're starting this for a dependent, we'll need you to add their details



Submitting a claim

Choosing your claim type

- On the New Claims page, you'll see list of claim types tied to your benefits:
 - Accident
 - Sickness
 - Wellness
 - Cancer
 - Life
- Selecting the right claim type is easy:
 - For example, if you were in an accident, check the **Accident** option
 - For if you were sick, check the **Sickness** option
- Tell us what happened and the portal will check your coverages to determine which benefits apply, even checking for additional coverages you may have



Accident claim

Initiating your claim

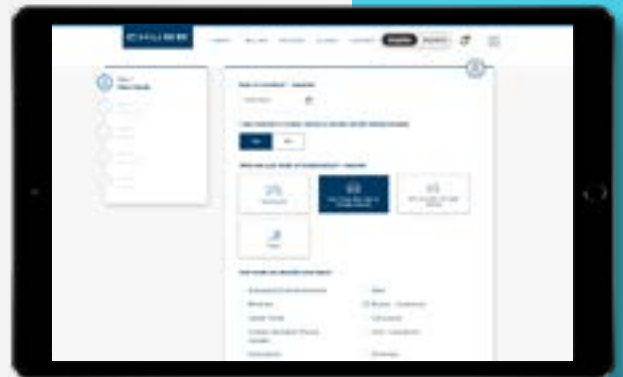
- You'll see a screen with instructions for completing an Accident claim

- Click the **Start your claim** button to begin



Step 1 - Claim details

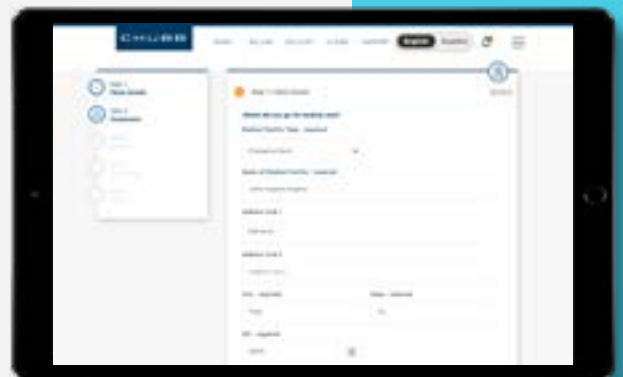
- Provide information about the accident:
 - Enter the date when the accident occurred, provide details about what happened and about any injuries sustained



Step 2 - Treatments

- In this step, provide details on where medical treatment was received

- If you were hospitalized or kept in an observation unit, please provide:
 - Hospital name and address
 - Check-in and check-out dates
 - Whether you were admitted to the ICU



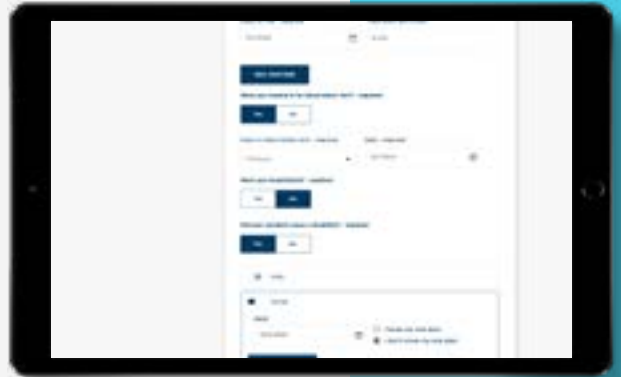
Step 2 - Treatments (cont.)

- If your condition caused disability and you were unable to work, enter:
 - Duration of disability
 - Start and end dates
 - Whether the disability was total or partial

- Indicate if you're receiving or received:
 - Workers' Compensation
 - Benefits from the Social Security Act
 - State disability benefits

- Provide your employment information:
 - Employer details
 - Description of your job duties

- When you've filled everything out, click **Continue**



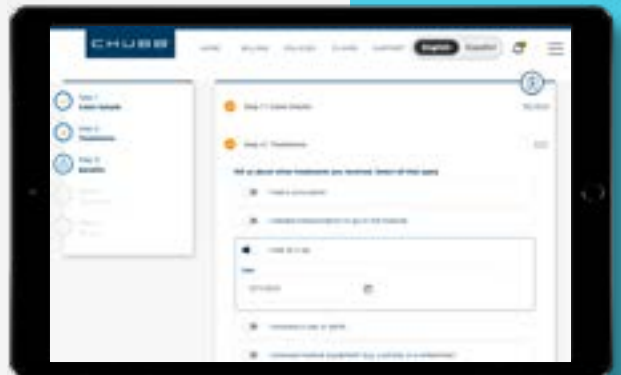
Step 3 - Benefits

- In the Benefits section you'll find a list of potential covered benefits for your claim, such as:
 - X-rays
 - Casts or splints
 - Prescriptions
 - Surgeries

- Select any covered treatments that apply and enter the date you received each treatment

- When you've filled everything out, click **Continue**

- Go to Step 4 - **Documents**



⚕️ Sickness claim

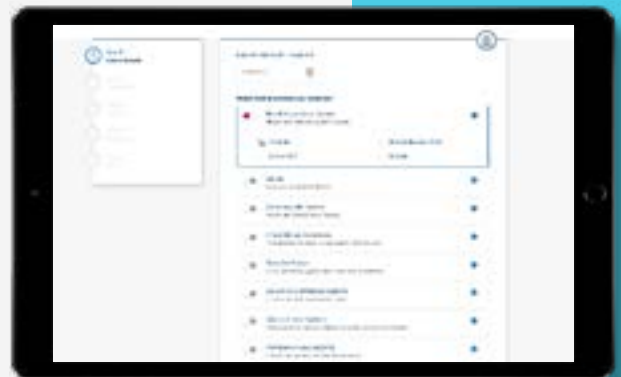
Initiating your claim

- You'll see a screen with instructions for completing a Sickness claim
- Click the **Start your claim** button to begin



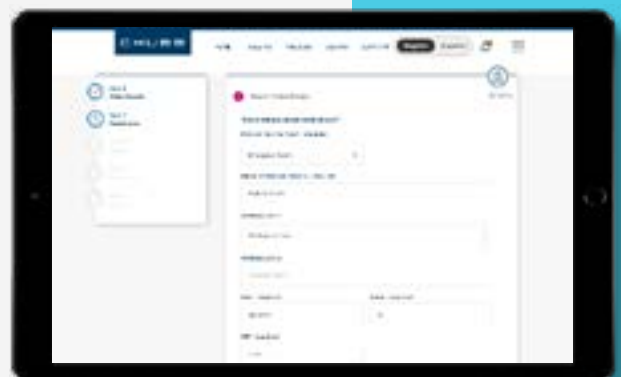
Step 1 - Claim details

- Provide the requested details of your Sickness claim:
 - Select the dates that you experienced sickness
 - Select the option from the list that best describes your sickness
 - If you're pregnant, be sure to select that option
- Once you've made your selections, click **Continue**



Step 2 - Treatments

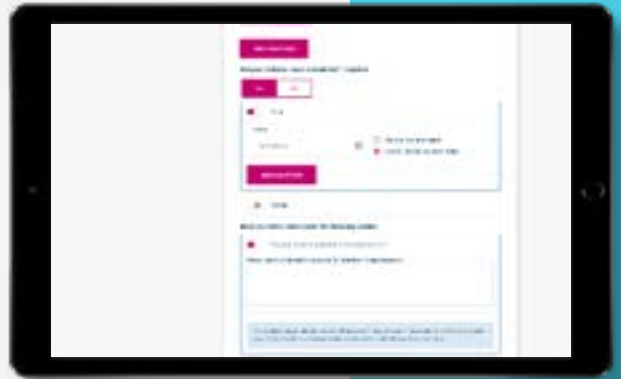
- In this step, share the specifics on your sickness treatments:
 - Where you received medical care, including the name and address of the facility
 - The dates and costs of your treatments
 - If you spent time in an observation unit or were hospitalized
- If you were hospitalized or kept in an observation unit, please provide:
 - Hospital name and address
 - Check-in and check-out dates
 - Whether or not you were in the ICU



Step 2 - Treatments (cont.)

- If your sickness caused disability and you were unable to work, add:
 - Duration of the disability
 - Start and end dates
 - Whether the disability was total or partial

- Indicate if you're receiving or received:
 - Workers' Compensation
 - Benefits from the Social Security Act
 - State disability benefits



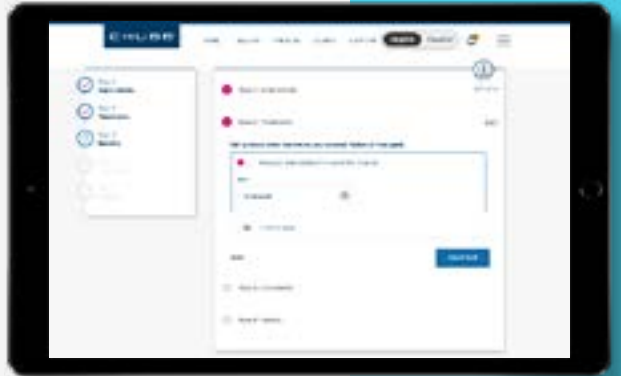
Step 3 - Benefits

- In the Benefits section, you'll find a list of potential covered benefits for your claim, such as:
 - Transportation to the hospital
 - Surgeries
 - Prescription medications

- Provide the dates you related to each covered benefit

- Once you're done with benefits, click **Continue**

- Go to Step 4 - **Documents**



Wellness claim

Initiating your claim

- You'll see a screen with instructions for completing a Wellness claim

- Click the **Start your claim** button to begin



Step 1 - Claim details

- Provide specifics of your Wellness claim:
 - Provide the dates of your wellness screening or visit
 - Select the type of wellness service, such as annual physical, blood work, or cancer screening
 - Indicate where you received your wellness services

- Then click **Continue**

- Go to Step 4 - **Documents**



Cancer claim

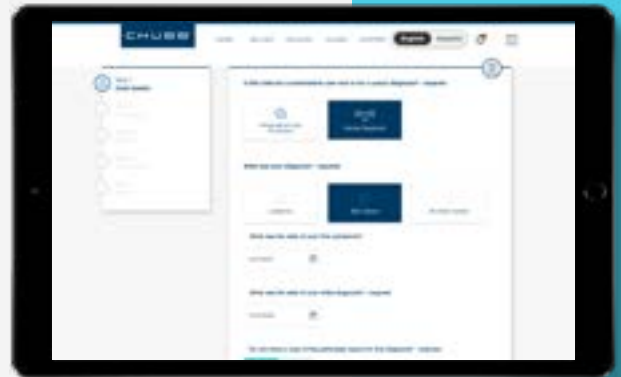
Initiating your claim

- You'll see a screen with instructions for completing a Cancer claim
- Click the **Start your claim** button to begin



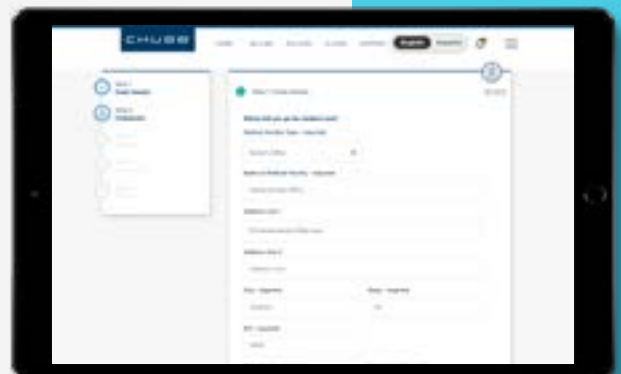
Step 1 - Claim details

- Provide information for your Cancer claim:
 - *Is this for a preventative cancer screening or a cancer diagnosis?*
- For preventative care, what was the date of your procedure?
- For a cancer diagnosis, provide:
 - *The type of cancer*
 - *When you first experienced symptoms*
 - *The date of your initial diagnosis*
 - *Whether you have the pathology report*
 - *Information about who diagnosed you and any treatments received to date*
- Click **Continue**



Step 2 - Treatments

- In this step, provide information on the cancer treatments you received:
 - *Where you received your cancer care*
 - *Provide the dates and costs of your cancer treatments*
 - *Let us know if you were in an observation unit or hospitalized*



Step 2 - Treatments (cont.)

- If you were hospitalized or kept in an observation unit, please provide:
 - Hospital name and address
 - Check-in and check-out dates
 - Whether or not you were in the ICU

- If your cancer caused disability and you were unable to work, please provide:
 - The duration of your disability
 - The start and end dates
 - Whether your disability was total or partial



Step 3 - Benefits

- In the Benefits section, you'll find a list of potential covered benefits for your claim, such as:
 - Transportation to the hospital
 - Prescribed medications
 - Surgeries or other treatments

- Select the benefits that apply and enter the dates applicable to each covered benefit

- Click **Continue**

- Go to Step 4 - **Documents**



Life claim

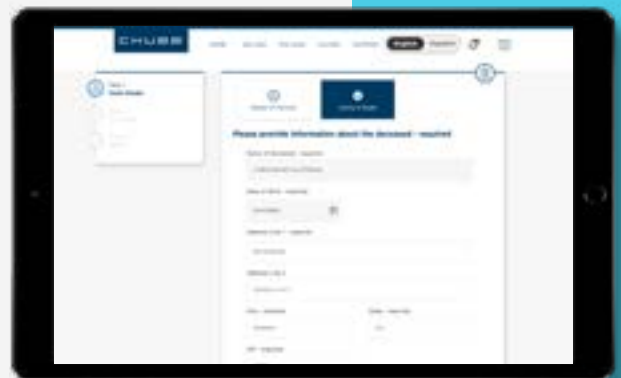
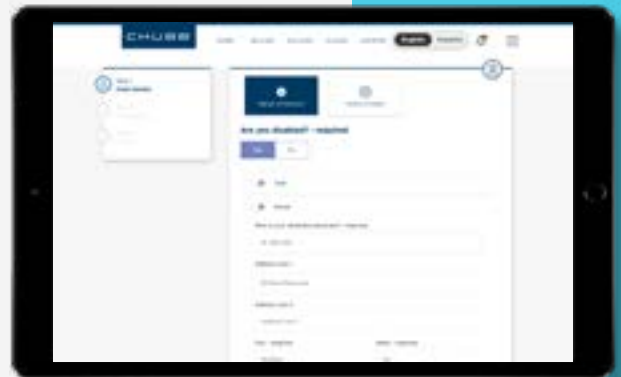
Initiating your claim

- You'll see a screen with instructions for completing a Life claim
- Click the **Start your claim** button to begin



Step 1 - Claim details

- Provide information for your Life claim, choosing from two options:
 - Waiver of Premium
 - Notice of Death
- For Waiver of Premium:
 - Provide details on your disability, including about who diagnosed you
 - Provide information about your employment status and job duties
- For Notice of Death:
 - Provide information about the deceased, including the cause of death
 - Information about who is filing the claim
 - Indicate if the claim is being submitted on behalf of an estate
 - If applicable, provide funeral home information
- Click **Continue**
- Go to Step 4 - **Documents**



☰ Submitting a claim - all products

Step 4 - Documents

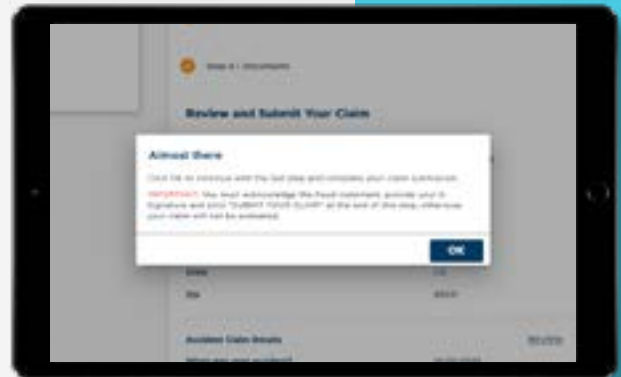
- Upload supporting documents for your claim

- Examples of supporting documents:
 - Medical bills
 - Doctor's prescriptions
 - Accident reports

- To upload a document:
 - Click the **Upload** button
 - Select the file from your device
 - Choose the document type from the dropdown menu

- If you need to upload your documents later:
 - Select the option **Don't have your documents at this time or need to upload more at another time**

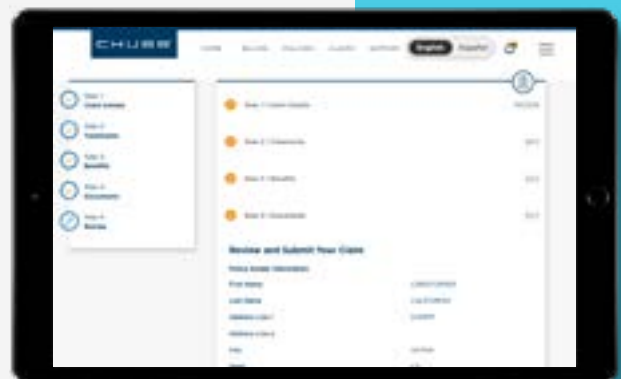
- When you're ready for the next step, click **Continue**



Step 5 - Review

- Take a moment to review the information you've entered:
 - Claim details
 - Treatment information
 - Benefits selected
 - Documents uploaded

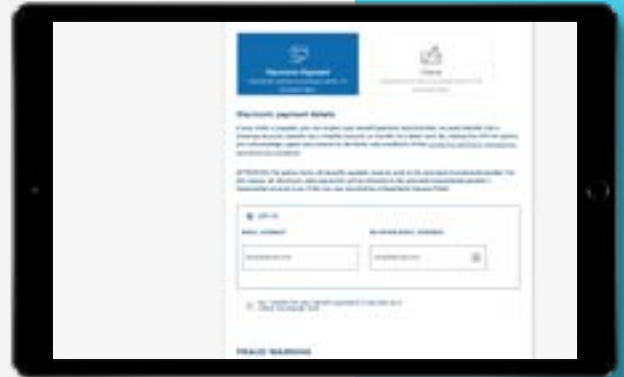
- If you need to update information provided:
 - Click the **Edit** button next to the section you need to change
 - Make your updates
 - Return to the review page



☰ ↑ Submitting a claim - all products (cont.)

Step 5 - Review (cont.)

- You'll also need to:
 - Select how you would like to receive your claim payment
 - Provide relevant payment information
 - Read and attest to the Fraud Warning, and check the **I understand and accept** box
 - E-sign the form
 - Then click the **Submit your claim** button



Confirmation

- After you submit, you'll see a confirmation screen with:
 - Your claim number
 - Next steps in the process

- You'll have the option to:
 - Download a PDF of your claim for your records
 - Start a new claim

- When you're done, click the **Home** button to return to your dashboard



Tracking a claim - all products

- It's easy to review your claim status

- Once logged in to the portal and on your dashboard:
 - Look for the *My claims* section
 - Click on **View claims**
 - Select **Review an existing claim**

Claim updates

View claim status updates, provide requested documentation, and access claim decision information with next steps online.

Available 24/7

The portal is available whenever you need it, day or night.



We're here to support you every step of the way.

Visit chubb.com/workplacebenefitsclaims or scan to visit the Self-Service Portal.
Register today for easy online account management - it's quick and easy.

