

How to file a claim for Unum benefits

When life gets complicated, we make it simple to access the benefits you need.

Don't worry, we've got you.



Use your MyUnum for Members online account for fastest results!



Register for an account at services.unum.com

- View benefits and file claims
- Upload documents and add/update medical providers
- Update your profile & communication preferences
- View status and approved payment information



Get the MyUnum for Members mobile app

- Enjoy the convenience of your online account on-the-go by downloading from the applicable app store
- Easily submit photos of required documents directly from the app

Experience the benefits of filing and managing your claim online

The same tools in your online account are available in the app—giving you a flexible, efficient and transparent experience. You can:

- ✓ Complete one easy-to-use guided form, and we'll check it for completeness *before you submit*—helping minimize delays
- ✓ Choose direct deposit and get approved payments up to a week faster than check
- ✓ Log in to view status 24/7
- ✓ Opt in to receive updates and requests through email or text instead of snail mail
- ✓ Upload required documents any time—even using your phone's camera!
- ✓ Access your policy documents and year-end tax forms



services.unum.com

Unable to file online?



File by phone

- Supplemental Health: 800-635-5597
- Experienced representatives are available to assist you 8 a.m. to 8 p.m. ET, Monday through Friday
- Note that additional required documents may be requested to complete the process



File by paper form

- Supplemental Health: Get claim forms at services.unum.com
- Send your form and required documents to the fax number or mailing address on the form

Filing a dental or vision claim

Electronic submission is not available for dental and vision claims. Contact customer service at 888-400-9304, or download a claim form from unumdentalcare.com and www.eyemedvisioncare.com/unum.

You can mail, fax or email your claim form, along with the required documentation.

Dental:

Mail: Claims Department
P.O. Box 80139
Baton Rouge, LA 70898-0139

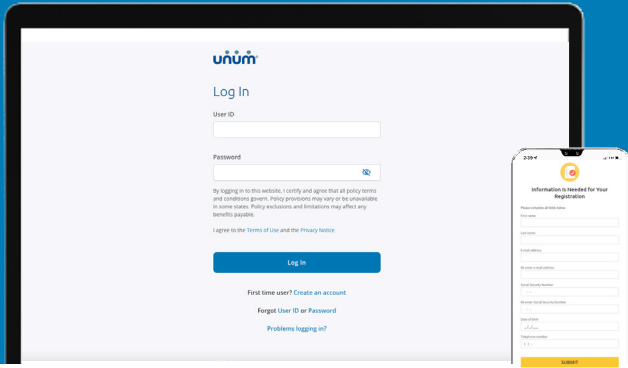
Fax: 855-400-9307

Email: DentalClaims@Unum.com

Unum Vision powered by EyeMed:

Mail: First American
Administrators
Attn: OON Claims
P.O. Box 8504 Mason, OH
45040-7111

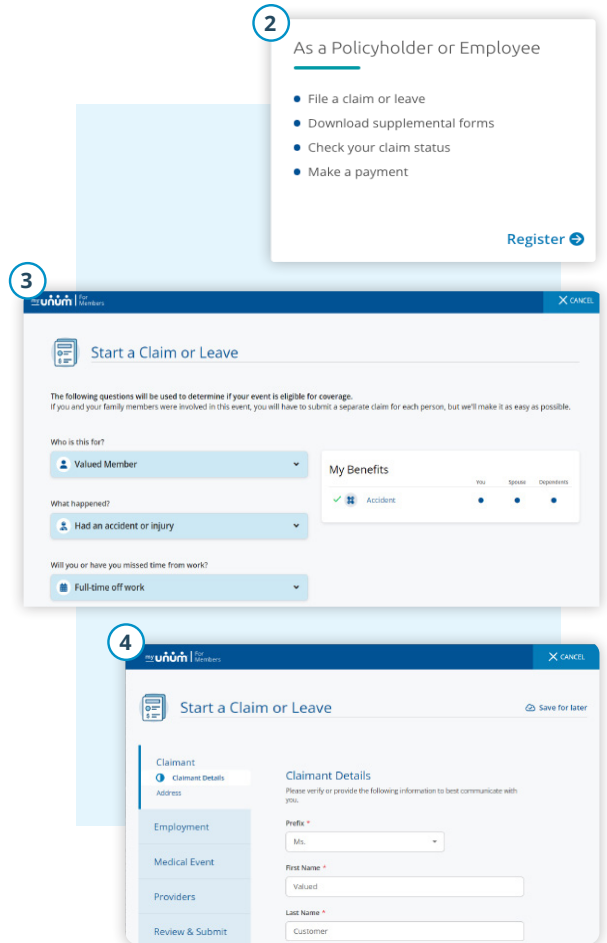
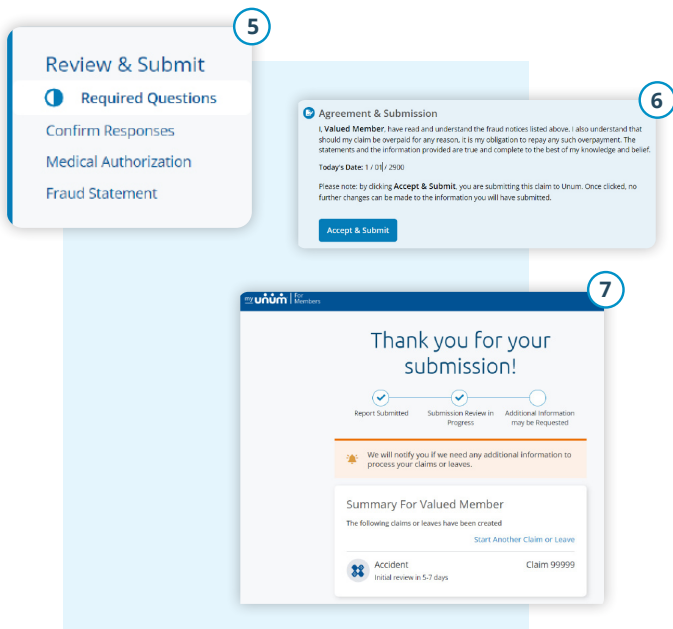




Instructions for filing your claim

On the web

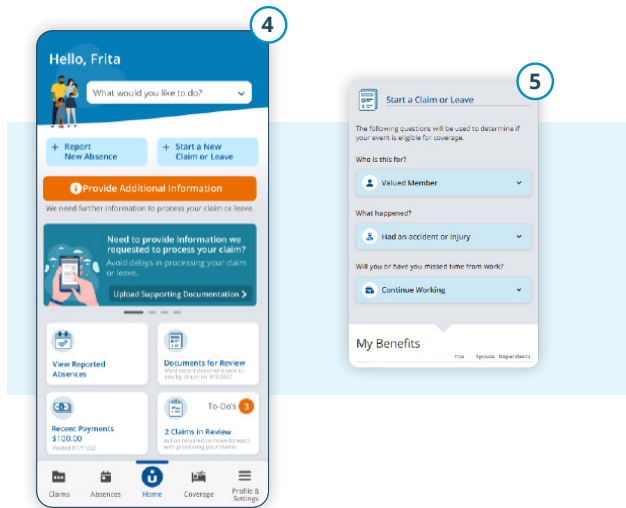
1. Go to services.unum.com
2. a. If filing for the first time, click "Create an account." We recommend using a personal email address that is easily accessible when away from work.
 - You will be asked to enter your birthdate and SSN
 - A one-time security code will be sent to the email you provide
- b. If you already have an account, enter your email.
3. Once you're logged in, begin with "Start a Claim or Leave" to provide initial details of what happened.
4. Add claimant information as requested, including:
 - a. Your employment information
 - b. Medical care resulting from the event, like surgery
 - c. Medical providers visited—physicians, hospitals, other medical professionals



5. Review your information and:
 - a. Confirm responses
 - b. Provide medical authorization
 - c. Review fraud statement
6. Select "Accept" and "Submit."
7. View confirmation screen, see any next tasks and track progress.

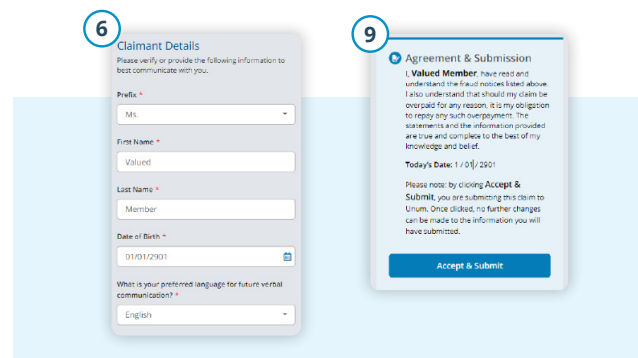
On the app

1. Download the MyUnum for Members app from either Apple® or Google Play™.
2. If you already have an account, you can log in.
3. If you do not have an account, select “register.”
 - a. Read the Terms of Use and select “I understand and accept.”
 - b. If this is your first time registering in the app, you’ll see a series of Welcome screens. Review the featured app highlights or tap “skip” if you prefer.



4. On the main dashboard, click on the “Start new claim or leave” button
5. Provide information about what happened so Unum can identify which coverage applies to your situation.
6. Add information about the following:
 - a. The claimant (you or a family member)
 - b. Your employment
 - c. Medical events resulting from the event, like surgery
 - e. Medical providers visited — physicians, hospitals, other medical professionals

7. Review your information and:
 - a. Confirm responses
 - b. Provide medical authorization
 - c. Review fraud statement
8. Select “Accept” and “Submit.”
9. View confirmation screen, see any next tasks and track progress.



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