CLAIMS

FILE A CLAIM WITH CONFIDENCE

Your disability program is managed by The Hartford, a leader in disability and leave services. It's a user-friendly benefit that helps provide essential support services while you're away from your workplace.

Ball State University

Policy #697019

THE HARTFORD MAKES IT EASY TO FILE A CLAIM. JUST FOLLOW THESE STEPS.

STEP 1

Know when it's time to file

If you're absent from work, we can advise you on when to file your claim. If your absence is scheduled, such as an upcoming hospital stay, call us 15 days. If unscheduled, please call us as soon as possible.

STEP 2

Have this information ready

- Name, address, and other key identification information.
- Name of your department and last day of active full-time work.
- Your HR representative's name and phone number.
- The nature of your claim.
- Your treating physician's name, address, and phone and fax numbers.

STEP 3

Make the call or file online

With your information handy, call The Hartford at **1-866-945-4558.** Or file online at **WWW.THEHARTFORDATWORK.COM.** or by using the My Benefits at The Hartford mobile claims app (see more information on the next page). You'll be assisted by a caring professional who'll take your information, answer your questions and file your claim.

continued

THE HARTFORD

TO FILE A CLAIM:

THE HARTFORD

1-866-945-4558

Policy #697019

WWW.THEHARTFORDATWORK.COM

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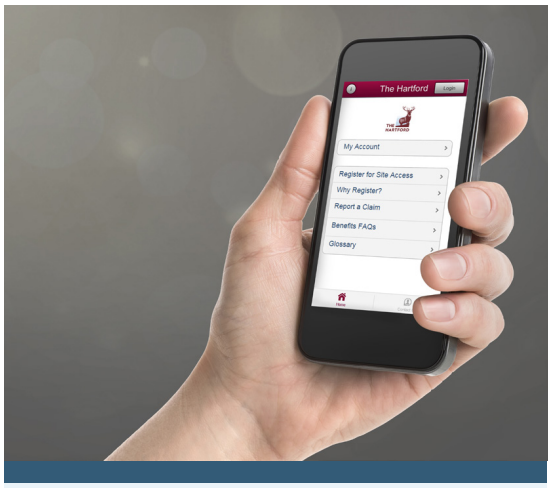
(Please cut here and keep in your wallet.)

CLAIMS



FILE YOUR CLAIM FASTER BY USING THE MOBILE APP!

The My Benefits at The Hartford claims app allows you to file your claim faster from your mobile device. You can also view your status and payment details, submit intermittent time off, and more! Download the app for free today from Apple® and Google Play™ stores.

GET SUPPORTIVE ASSISTANCE

Even after your claim has been filed, we may be in touch to check your progress, answer questions or obtain additional information from you. Our goal is to offer a smooth and hassle free experience until you return to work. Feel free to also call us with anything that's on your mind. We're here to help.

RELAX AND STAY POSITIVE

You have the assurance of our knowledge, experience and understanding of what you are going through. We're with you all the way, so you can receive the benefits you qualify for and get back to your life.

QUICK FACTS

The Hartford's goal is to help get you through your time away from work with dignity and assist you in any way we can. Keep the card below in a safe place for future use. We'll be there when you need us.

Prepare. Protect. Prevail.℠

THE HARTFORD

(Please cut here and keep in your wallet.)

WHEN YOU CALL THE HARTFORD WILL ASK YOU TO PROVIDE:

- Name, address, and other key identification information.
- Name of your department and last day of active full-time work.
- Your HR representative's name and phone number.
- The nature of your claim.
- Your treating physician's name, address, and phone and fax numbers.

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