About This Guide

The links and functionality described in this guide are based on the assumption that you have logged into the secure portal and are on the Employee Homepage.

Introduction

Report a new Claim or Leave functionality allows you to submit a disability claim or leave of absence online. This feature can be accessed by selecting **Report a New Claim or Leave** on the Employee Homepage.

NOTE: Your homepage may look slightly different than the image above.

Getting Started

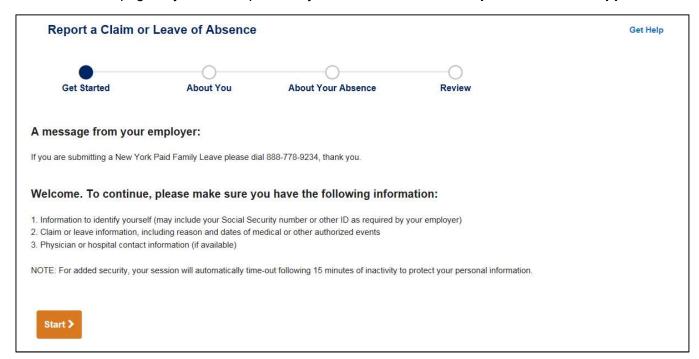Before you get started, please keep the following in mind:

- To change the language to Spanish, click *En Espanol* in the top right-hand corner of the page.
- For added security the portal has a 20-minute timeout feature.
- The **Continue** and **Back** buttons need to be used to navigate to different pages.
- **Save for Later** provides the ability to save the information entered so you may return to your claim or leave submission at a later date. The applications are saved for 30 days.

When submitting a claim or leave, you will need to have the following information available.

- Information to identify yourself (may include your Social Security number or other ID as required by your employer)
- Claim or leave information, including reason and dates of medical or other authorized events
- Physician or hospital contact information (if available)

Get Started Page

The 'Get Started' page provides basic information about the online application. Select **Start** to navigate to the About You page. If you have a previously saved absence, select **Open Your Saved Application.**
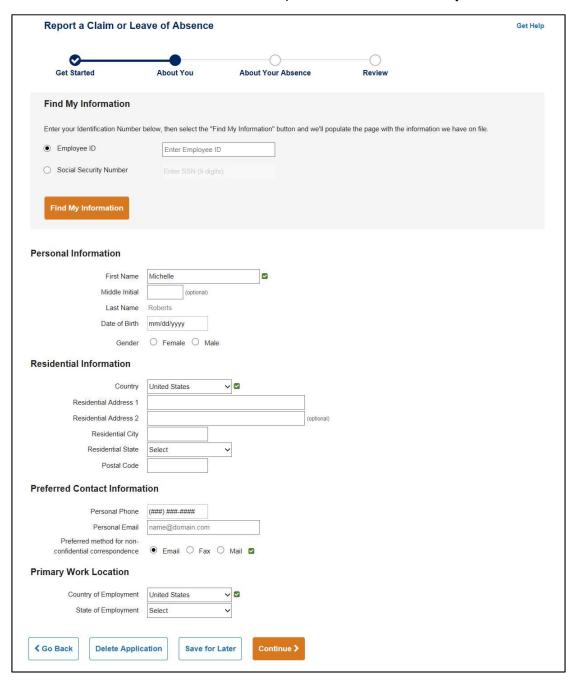
About You Page

The About You page gathers specific information about you, including your social security number or employee ID, your address, and contact information. All fields are required unless noted "optional".

NOTE: If your employer provides some information to us, you may utilize the Find My Information functionality. Simply enter your social security number or employee ID, then select **Find My Information** to pre-populate some of the basic information.

Once all information is entered, select **Continue** to provide information about your absence.
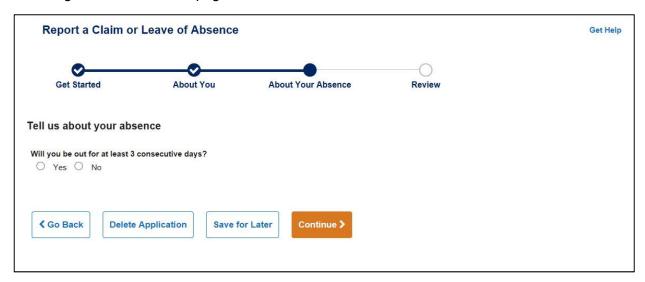

NOTE: All required fields must be provided in order to continue to the next page. You may 'Save for Later' if desired.

About Your Absence Page

On the About Your Absence page, enter the appropriate claim or leave of absence information. The questions will be dynamically presented based on your answers to the questions.
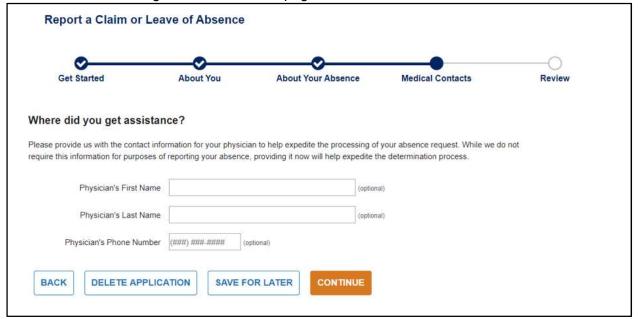
Click **Continue** to navigate to the 'Medical Contacts' page (if applicable). If it is not applicable, you will navigate to the 'Review' page.

Medical Contacts Page

The Medical Contacts page only appears if you are out for a medical condition. Although the information on this page is not required, we request that this information is filled in if available, especially if the claim or leave concerns an injury or illness.

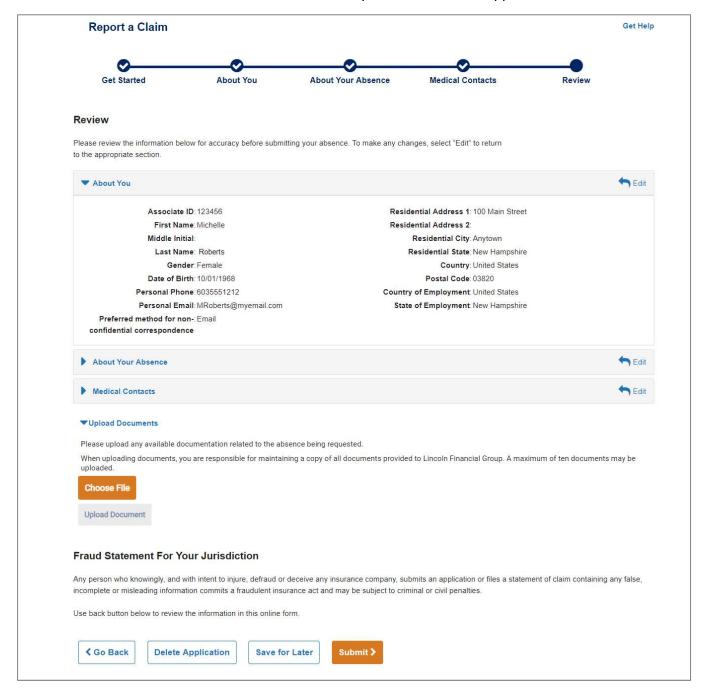Click **Continue** to navigate to the 'Review' page.

Review Page

The Review page provides the ability to review the application before submission. If any changes are required, click on the 'Edit' link for the section that needs an update. You will then be navigated to the appropriate page for edits.

If you have any documentation to provide at this time, use the Upload Document option below to upload up to ten documents to the claim or leave.

Once all information is verified, select **Submit** to complete and send the application.
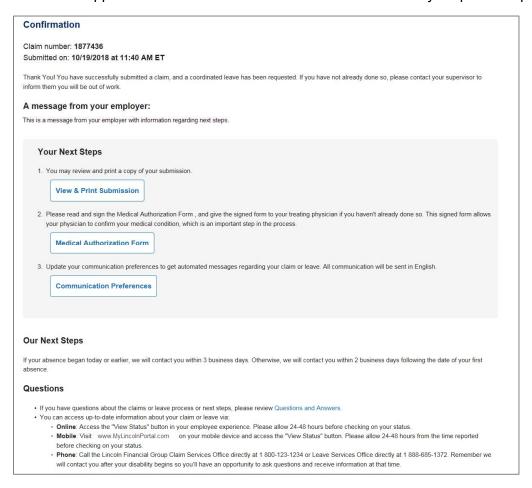
Confirmation Page

Once the claim or leave has been submitted successfully, the 'Confirmation Page' will display detailing the time and date of the submission, the claim or leave number, and other relevant information regarding your submission.

Select **View Submission** to view a submission page, summarizing the claim or leave request. The View Submission page can be printed for your records by clicking on the printer icon.

If your employer allows automated messages regarding your claim or leave, a 'Communications Preferences' button will appear. Select **Communication Preferences** to set your personal preferences.

Questions

If you have technical questions, please contact our Call Center at 1-800-431-2958. Approved insurance coverage will be administered in accordance with your employer's benefit plan.