

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:



[chubb.com/
workplacebenefitsclaims](http://chubb.com/workplacebenefitsclaims)



Table of contents

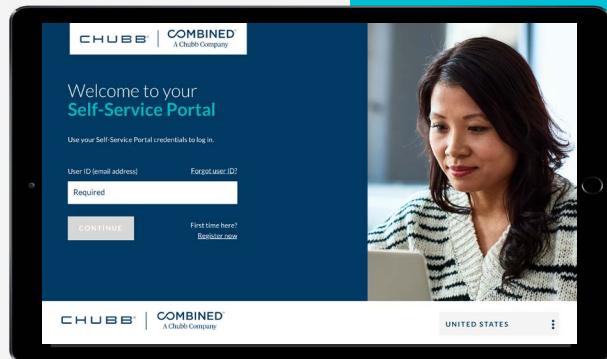
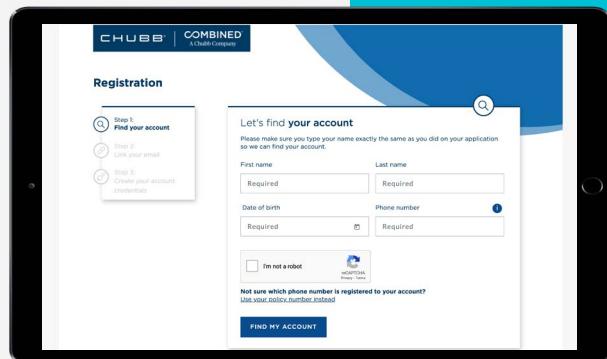
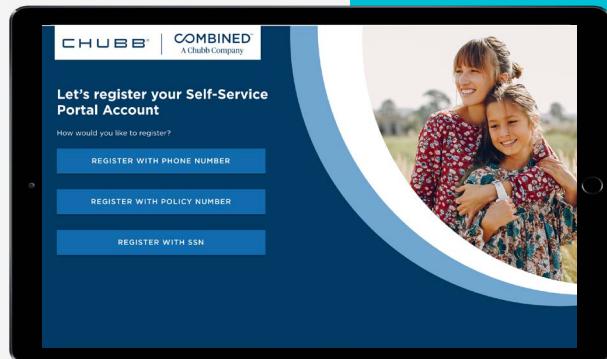
<u>Getting started</u>	P02
<u>Submitting a claim</u>	P03
<u>Accident</u>	P04
<u>Sickness</u>	P06
<u>Wellness</u>	P08
<u>Cancer</u>	P09
<u>Life*</u>	P11
<u>Tracking a claim</u>	P14

* Excludes LifeTime Benefit Term claims, which are submitted via phone, email, fax or mail only.
Contact your human resources team for LifeTime Benefit Term claim filing information.

Getting started

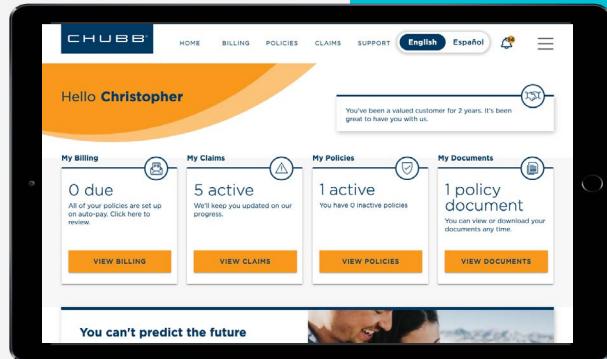
Registering your account for the first time

- 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 and 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

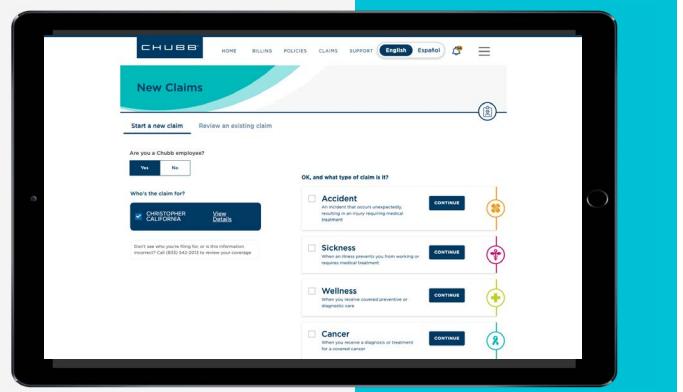
- Once you're registered, login to the Self-Service Portal at chubb.com/workplacebenefitsclaims
- After logging in, you'll come to your dashboard
- Look for the **My claims** option and click the **View claims** button



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

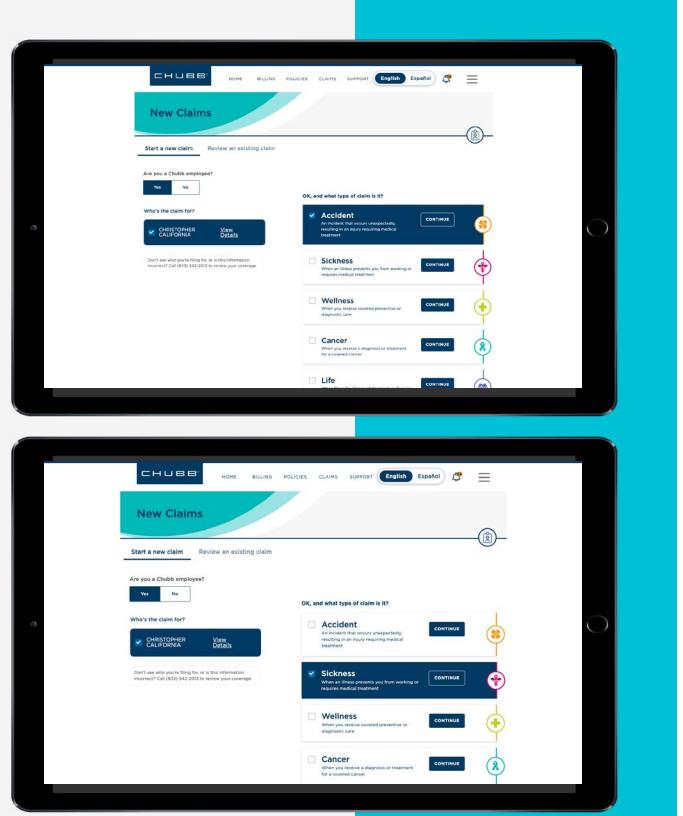
- On the new claims page, you'll see list of claim types tied to your benefits:

- 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**

10/1/2024 \$1,230

ADD ANOTHER

Were you treated in an Observation Unit? - required
 Yes No

Hours in Observation Unit - required
 10 hours Date - required
 10/1/2024

Were you hospitalized? - required
 Yes No

Did your accident cause a disability? - required
 Yes No

Total

Partial
 FROM 10/2/2024 I know my end date I don't know my end date

ADD ANOTHER

Have you filed a claim under the following options?
 Are you receiving Workers' Compensation?
 Are you receiving benefits from the Social Security Act?
 Are you receiving any state disability benefits?

Are you employed? - required
 Yes No

CONTINUE

Step 3 | Benefits
 Step 4 | Documents
 Step 5 | Review

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**

CHUBB

HOME BILLING POLICIES CLAIMS SUPPORT English Español

Step 3 | Benefits

Step 3 | Benefits

Tell us about other treatments you received. Select all that apply

I had a concussion
 I needed transportation to go to the hospital
 I had an x-ray
 I received a cast or splint
 I received medical equipment (e.g. crutches or a wheelchair)
 I was prescribed medication or injections
 I had surgery
 Inpatient Outpatient
 Date 10/3/2024

I received a transfusion and/or processing of blood, plasma, or platelets
 Date 10/3/2024

CONTINUE

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

The screenshot shows the Chubb Benefits website with a teal header bar. Below it, a teal section titled 'New Claims' contains the text: 'You've started a Sickness claim'. It includes instructions for preparing documents and a list of required information. At the bottom right is a blue 'START YOUR CLAIM' button.

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**

The screenshot shows the 'Step 1 - Claim Details' page. On the left, a sidebar shows the progress: 'Step 1: Claim Details' (selected), 'Step 2: Treatments', 'Step 3: Medical Records', and 'Step 4: Review & Submit'. The main area shows a list of sickness categories with checkboxes. The 'Blood & Lymphatic System (Blood and immune system issues)' category is selected, with 'Anemia' and 'Lymphatic' checked. Other categories like 'Cancer', 'Cardiovascular System', and 'Pregnancy' are also listed.

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

The screenshot shows the 'Step 2 - Treatments' page. The sidebar shows the progress: 'Step 1: Claim Details' (selected), 'Step 2: Treatments', 'Step 3: Medical Records', and 'Step 4: Review & Submit'. The main area shows fields for 'Where did you go for medical care?' (Medical Facility Type: Emergency Room), 'Name of Medical Facility', 'Address Line 1' (23 Hospital Road), 'Address Line 2', 'City' (Anytown), 'State' (NJ), 'ZIP' (07145), 'Date of visit' (10/16/2024), and 'How much did it cost' (\$100). Below this, there are sections for 'Where you treated in an Observation Unit?' (Yes/No), 'Hours in Observation Unit' (1-9 hours), 'Date' (10/16/2024), and 'Were you hospitalized?' (Yes/No).

- 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.)

DISABILITY

- If your sickness caused disability and you were unable to work:
 - 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

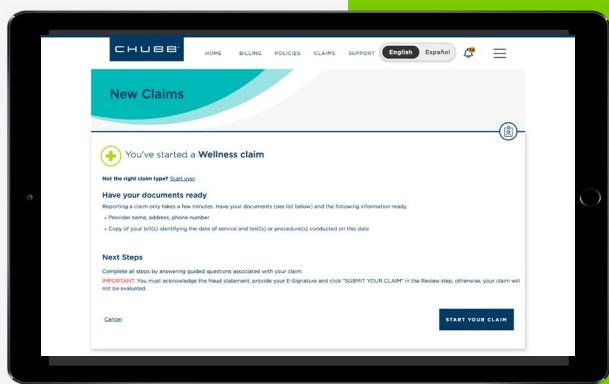
Step 3 - Benefits

- 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 received each covered benefit
- Once you're done with benefits, click **Continue**
- Go to Step 4 - **Documents**

Wellness claim

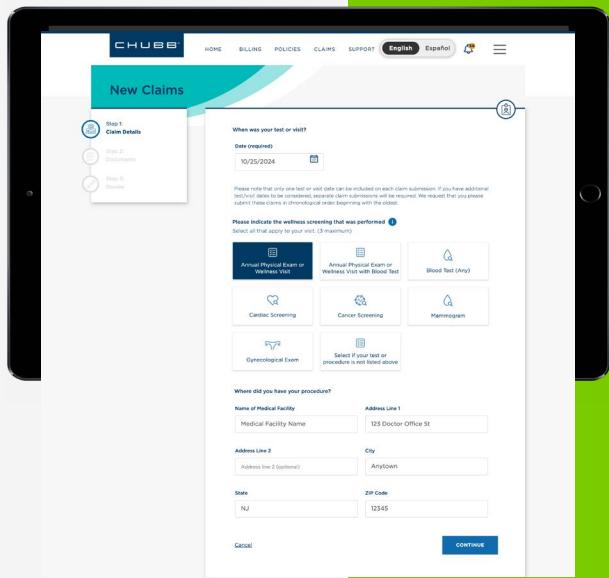
Initiating your claim

- 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
 - 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

The screenshot shows the Chubb New Claims interface. At the top, there are navigation links: HOME, BILLING, POLICIES, CLAIMS, SUPPORT, English, and Espanol. Below this is a teal header bar with the text 'New Claims'. The main content area has a sub-header 'You've started a Cancer claim'. It includes a section titled 'Have your documents ready' with a list of required items: 'Date of first symptoms and initial diagnosis', 'Copy of the pathology report indicating the diagnosis', 'Healthcare provider's name, address, phone number', and 'Copy of your birth certificate'. Below this is a 'Next Steps' section with a 'SUBMIT YOUR CLAIM' button.

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**

The screenshot shows the Chubb Step 1 - Claim Details interface. It features a sidebar with a progress bar showing 'Step 1: Claim Details' and 'Step 2: Treatments' (which is currently selected). The main content area includes a section for 'Is this claim for a preventative care visit or for a cancer diagnosis?' with options for 'Preventive Care Procedure' and 'Cancer Diagnosis'. Below this are fields for 'What was the date of your first symptoms?' (10/1/2004) and 'What was the date of your initial diagnosis?' (10/1/2004). There is also a question 'Do you have a copy of the pathology report for this diagnosis? - required' with 'Yes' and 'No' buttons. The right side of the screen contains address and contact information fields.

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

The screenshot shows the Chubb Step 2 - Treatments interface. It features a sidebar with a progress bar showing 'Step 1: Claim Details' and 'Step 2: Treatments' (which is currently selected). The main content area includes a section for 'Where did you go for medical care?' with a dropdown menu showing 'Doctor's Office'. Below this are fields for 'Name of Medical Facility - required' (Cancer Doctors Office), 'Address Line 1' (123 Cancer Doctor Office Lane), 'Address Line 2' (Address Line 2), 'City - required' (Anytown), 'State - required' (NJ), and 'ZIP - required' (12345). The right side of the screen contains a 'REVIEW' button.

Step 2 - Treatments (cont.)

- If you were hospitalized or kept in an observation unit
- Let us know if you were in an observation unit or 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

DISABILITY

- 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 you received 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

The screenshot shows the Chubb New Claims interface. At the top, there are navigation links: HOME, BILLING, POLICIES, CLAIMS, SUPPORT, English, and Español. Below this is a teal header bar with the text 'New Claims'. The main content area has a sub-header 'You've started a Life claim'. It includes a section titled 'Have your documents ready' with a list of required documents. At the bottom, there is a section titled 'Next Steps' with a note about acknowledging the head statement and clicking 'SUBMIT YOUR CLAIM'.

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 detail 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

The screenshot shows the 'Step 1 - Claim Details' screen. It has three options: 'Waiver of Premium', 'Notice of Death', and 'Other'. The 'Waiver of Premium' option is selected. The right side of the screen shows a form for 'Waiver of Premium' with fields for 'Total' and 'Partial', and a section for 'Who is your disability physician? - required' with a placeholder 'Dr. John Doe'. There are also fields for 'Address Line 1', 'Address Line 2', and 'Address Line 3'.

The screenshot shows the 'Step 1 - Claim Details' screen. The 'Notice of Death' option is selected. The right side of the screen shows a form for 'Notice of Death' with fields for 'Name of deceased - required' (placeholder 'CHRISTOPHER CALIFORNIA'), 'Date of birth - required' (placeholder '01/01/1990'), and 'Address Line 1 - required' (placeholder '123 House Rd'). There are also fields for 'Address Line 2', 'City - required' (placeholder 'Anytown'), and 'State - required' (placeholder 'CA').

- 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

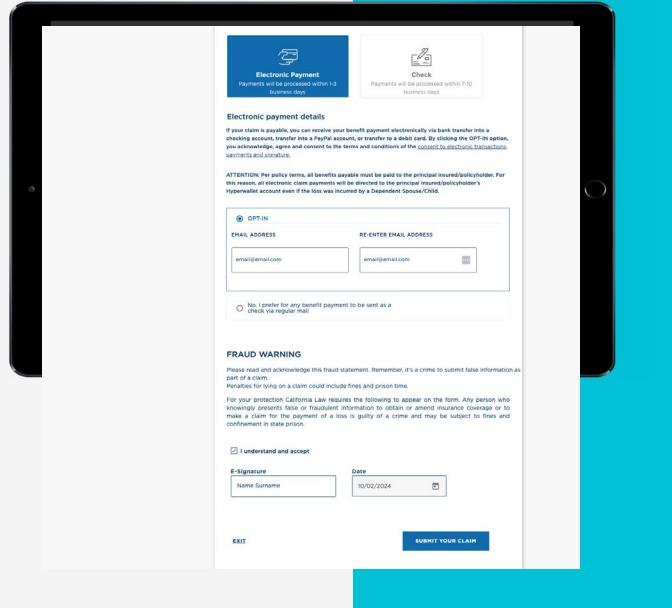
- Take a moment to review the information you've entered:
 - Claim details
 - Treatment information
 - Benefits selected
 - Documents uploaded
- If you need to update information provided:
 - Click the **Edit** button next to the section you need to change
 - Make your updates
 - Return to the review 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

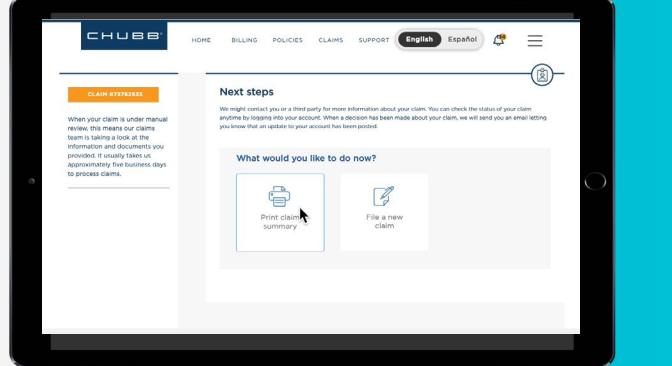
- After you submit, you'll see a confirmation screen with:

- 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

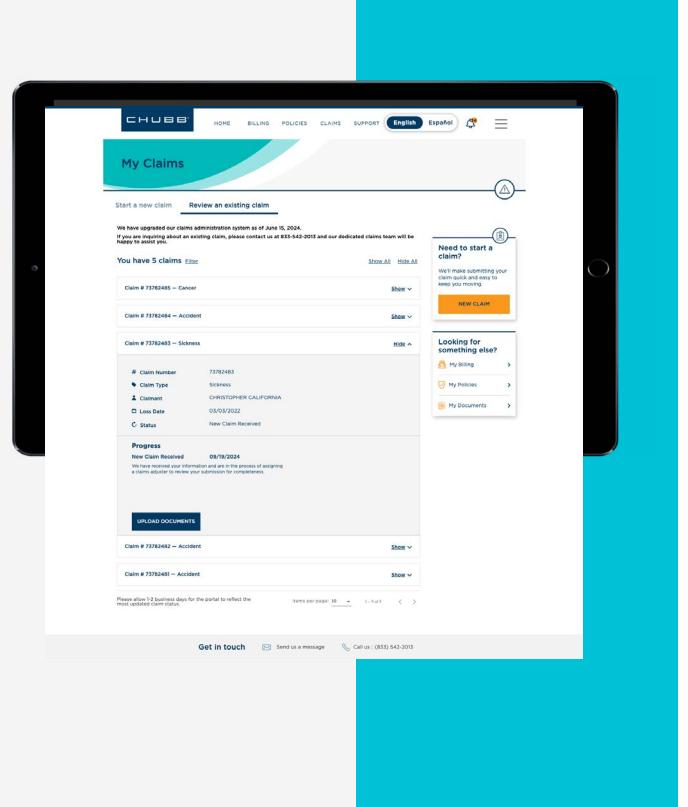
- Once logged in to the portal and on your dashboard:
 - Look for the *My claims* section
 - Click on **View claims**
 - Select **Review an existing claim**

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.



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

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

