



## **IMPORTANT: This is a fixed indemnity policy, NOT health insurance**

This fixed indemnity policy may pay you a limited dollar amount if you're sick or hospitalized. You're still responsible for paying the cost of your care.

- The payment you get isn't based on the size of your medical bill.
- There might be a limit on how much this policy will pay each year.
- This policy isn't a substitute for comprehensive health insurance.
- Since this policy isn't health insurance, it doesn't have to include most Federal consumer protections that apply to health insurance.

## **Looking for comprehensive health insurance?**

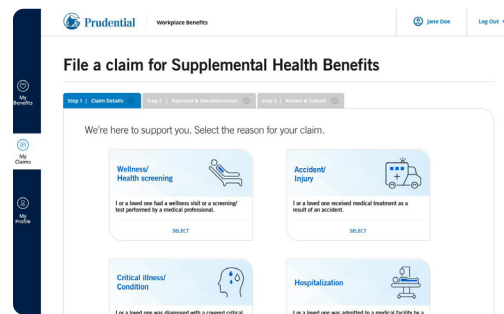
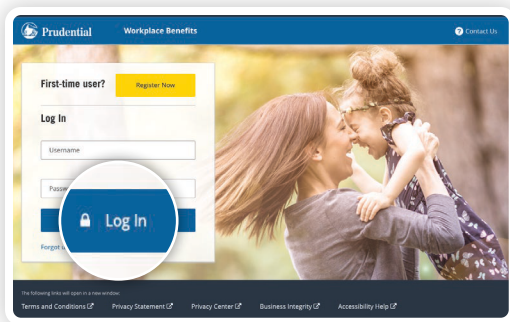
- **Visit [HealthCare.gov](https://www.healthcare.gov)** online or call **1-800-318-2596** (TTY: 1-855-889-4325) to find health coverage options.
- To find out if you can get health insurance through your job, or a family member's job, contact the employer.

## **Questions about this policy?**

- For questions or complaints about this policy, contact your State Department of Insurance. Find their number on the National Association of Insurance Commissioners' website (**[naic.org](https://www.naic.org)**) under "Insurance Departments."
- If you have this policy through your job, or a family member's job contact the employer.

# How to submit a claim online in 3 Steps

To receive benefit payments for accident, critical illness, and hospital indemnity insurance issued by **The Prudential Insurance Company of America (Prudential)**, you'll need to submit a claim to us. To help, we made the whole process as simple as possible for you.



## ➔ Start here

Log in to [www.prudential.com/mybenefits](http://www.prudential.com/mybenefits)

Select “My claims” from the left side menu and click on the option to “File a Supplemental Health Claim.”

First-time user? Complete the short registration form to create your username and password.

## What's next?

After you submit your claim, a Prudential claims specialist will review your information. A notification will be sent to you when a decision is reached on your claim.

Bookmark this site to easily go back to view the status of your claim, coverage, and payment: [www.prudential.com/mybenefits](http://www.prudential.com/mybenefits).

## We're here to help!

Call Prudential at **844-455-1002**, M-F, 8 a.m. to 8 p.m. ET, with any questions.

## Then, begin your claim:

Simply complete these 3 steps:

- 1 Tell us what happened and when.
- 2 Who provided the treatment?
- 3 Give us permission to get information from your doctor so you don't have to.

Scan the code and submit a claim right from your mobile device



## Submit your claim by mail, fax, or phone

Follow these steps to complete a paper claim form:

- Go to [www.prudential.com/mybenefits](http://www.prudential.com/mybenefits).
- Download a claim form from the Forms Library.
- Complete all the necessary sections on the form.
- Send us your completed and signed form with any supporting documents (such as reports, invoices, and medical documents) by either:

### Mail

The Prudential Insurance Company of America  
c/o Accenture Insurance Services as Third-Party Administrator  
PO Box 71330  
Philadelphia, PA 19176-1330

### Fax

844-929-9780

### Phone

844-455-1002

Call us and we'll help start your claim.

Group Accident, Group Critical Illness, and Group Hospital Indemnity Insurance coverages are limited benefit policies and are not substitutes for medical coverage that provides benefits for medical treatment, including hospital, surgical, and medical expenses, and they do not provide reimbursement for such expenses.

Group Insurance coverages are issued by The Prudential Insurance Company of America, a Prudential Financial company, Newark, NJ.

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