

Mobile Capabilities



Simplifying the claims process

At **The Prudential Insurance Company of America (Prudential)**, we are always striving to create a better customer experience. We give customers a fast and easy way to provide documentation for their absence or disability claim.

Mobile Documentation—Snap, text, and go!

Claimants who have signed up for texting capabilities can take pictures of documents with their mobile device and text them directly to Prudential. Images are automatically uploaded to their file in our claim management system.

Two-way texting simplifies claim information transmission

Absence and Disability claimants have the option to communicate with us via two-way text. Prudential confirms key information via text, such as claim created, receipt of medical information, and approval status. Claimants can also confirm or update details about their claim, including:



Delivery Date for Maternity Claims



Last Day Worked or Report an Intermittent Leave



Return to Work Confirmation



Next Doctor's Visit

Employees can text the following documents:

- Attending physician statement/medical certification
- Medical records
- Claimant statement
- Medical authorization
- Other claim documentation

Better benefits experience

Giving employees the ability to quickly send needed documents eliminates frustration and helps facilitate a more efficient claims process. Because incoming information is fed securely into our claim management system, it reduces the need for time-consuming follow-up phone calls and file administration to ensure that all necessary documents are received.

Please contact your Prudential representative to learn more.

Absence Management Services are administered by The Prudential Insurance Company of America.

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

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