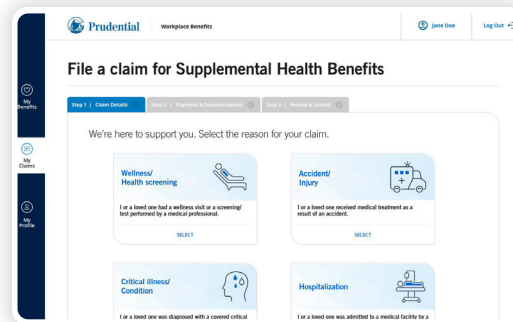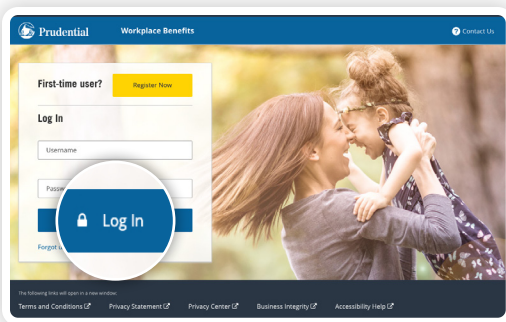# How to submit a claim online in 3 Steps

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**

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.

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.

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**.

We're here to help!

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

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

1065346-00001-00

Submit your claim by mail, fax, or phone

Follow these steps to complete a paper claim form:

- Go to **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.