



Commonly Asked Questions When Filing an Accident, Hospital Indemnity, or Critical Illness claim

Q. How do I start an Accident, Hospital Indemnity, or Critical Illness claim with The Hartford?

A. You will need to retrieve a claim form from The Hartford; you can call The Hartford telephonically at 855-691-7038, or retrieve this form online at [Thehartford.com/benefits/myclaim](https://www.thehartford.com/benefits/myclaim). You can also refer to this [“How to File a Claim”](#) video as a quick reference guide. Your policy number is 681964.

For additional information about filing a Health Screening Benefit in relation to the **Critical Illness** plan, please reference our [“File a Health Screening Claim”](#) flyer.

Important Contacts and Telephone Numbers

- The Hartford: 1-855-691-7038 Phone
- The Hartford: 1-469-417-1952 Fax
- Claim Portal: [Thehartford.com/benefits/myclaim](https://www.thehartford.com/benefits/myclaim)

Q. Where do I send the completed claim form?

A. Submit the completed form and supporting documentation through the online portal at [Thehartford.com/benefits/myclaim](https://www.thehartford.com/benefits/myclaim). Or you can mail or fax the form and documentation to:

The Hartford Supplemental Insurance Benefit Department

P.O. Box 99906

Grapevine, TX 76099

Fax Number: 1-469-417-1952

Q. How do I check the status of my claim?

A. You can check the status of your Critical Illness, Hospital Indemnity, or Accident claim through the online portal, [Thehartford.com/benefits/myclaim](https://www.thehartford.com/benefits/myclaim).

Q. When should I file a claim?

A. A **Critical Illness** claim should be filed after a physician has diagnosed you or a covered dependent with a covered illness or after you or your dependent has undergone a health screening and is eligible for a wellness or health screening benefit. For more information about the Critical Illness benefit, click on this [video](#).

A. An **Accident** claim should be filed after you or your covered dependents receive services performed as a result of an accident. Check out this [video](#) for information about Accident insurance.

A. A **Hospital Indemnity** claim should be filed after you or a covered dependent have had a hospital stay as the result of a covered illness or injury, or after you or a covered dependent receive services performed as a result of a covered illness or injury. Here's a [video](#) of what Hospital Indemnity Insurance is.

Q. What information do I need to provide when submitting the claim?

A. On the claim form provided by The Hartford, you will need to provide some information about you, and your dependent, if applicable. You will select the type of claim you're filing. In the Benefit Information section, check off each box that applies to the event or services you received as a result of your covered accident, illness, or hospital stay. You will also need to provide supporting documentation to prove the claim (e.g. medical records, physician notes, itemized medical or hospital bills).

Q. What happens after I submit my claim form and supporting medical information?

A. After your claim is submitted, a dedicated Client Resolution Specialist will assess completeness of the claim and will contact you with any questions, or to request additional information needed for your claim.