

How to submit a claim for Accident, Critical Illness* and Hospital Indemnity Insurance.

Experiencing an accident, illness and/or a hospital stay can be challenging. Now you need to file a claim, and the process may seem overwhelming. But The Hartford is here to make it as easy as possible.

Getting started

Anyone insured under the policy, or an authorized representative, can file a claim at any time.

File online

Visit the Supplemental Health¹ Insurance Claims Portal at

<https://www.myhealthhub.app/thehartford>.

- Register for access if you have not done so already. (Please note: We must have current eligibility from your benefits administrator for you and any dependents to be eligible to register on the portal.)
- Log in to the portal.
- Click **“File Claim.”**
- Follow the prompts to complete and submit a claim.

File over the phone

- File your claim by calling 866-547-4205.
- Available Monday through Friday, 8:00 a.m. – 6:00 p.m. EST.

File via mail or fax

- Download a claim form at **<https://www.myhealthhub.app/thehartford>**.
- Complete the form and mail or fax it to:

The Hartford Supplemental Insurance Benefit Department

P.O. Box 99906

Grapevine, TX 76099

Fax Number: 469-417-1952

Here are some tips for smooth filing

1. Along with details about your claim, we'll ask you to share a few supporting documents to help us review it.

Examples of documents include:

- ER, urgent care, physician visit or hospital discharge papers
- Exam, lab or test results/reports
- Physician notes
- Explanation of Benefits (EOB) from your health insurance provider
- Itemized medical or hospital bills
- Medical records

2. In some cases, we may need to work with your medical providers to fully review your claim. If that's needed, we'll let you know along the way. **Completing and including the Authorization to Obtain and Disclose Information form** with your submission can help keep things moving.

Your claim is submitted. Now what?

- Our team will review the details and follow up if we have any questions or need more information.
- We will also review your total Voluntary benefits coverage with The Hartford to determine if you might be eligible for additional benefits.
- Easily check the status of your claim online anytime at <https://www.myhealthhub.app/thehartford>.

Once the claim has been approved, the standard turnaround time for benefits to be paid is between 3-10 business days.² Standard mail times will apply (if applicable).

To get started, visit [myhealthhub.app/thehartford](https://www.myhealthhub.app/thehartford) or contact our customer service center at 866-547-4205 for assistance.



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¹ Supplemental Health products (Accident, Critical Illness and Hospital Indemnity) are independent and do not coordinate with any other health coverage.

² Based on The Hartford's average claims turnaround time.

*Critical Illness is referred to as "Specified Disease" in New York.

Accident Form Series includes GBD-2000, GBD-2300, GBD-3300, GBD-3500, or state equivalent.

Critical Illness Form Series includes GBD-2600, GBD-2700, GBD-3600, GBD-3700, or state equivalent.

Hospital Indemnity Form Series includes GBD-2800, GBD-2900, or state equivalent.