

USER GUIDE

Filing a claim

Here's your step-by-step guide to all the information you'll need to file a claim and access your benefits.



Information required to access your policy benefits



WHEN SHOULD I FILE MY CLAIM?

- File your claim as soon as possible after your loss has occurred

WHAT BENEFITS MAY BE AVAILABLE?

Depending on your elections, you may be eligible for:

- Accident | Cancer Advocate Plus (CAP) | Critical Illness | Hospital

WHAT DO I NEED TO REPORT A CLAIM?

- Name, Social Security number, and date of birth for the employee and person claiming benefits (if for family member)
- Detailed incident description and related injuries
- Date first became symptomatic, were first advised of the condition, initially treated, and treatment plan

HOW DO I REQUEST A CLAIM?

- File online at www.mycwbclaim.com
- Call 1-866-566-1909, Monday – Friday, 8:30am – 7:30pm EST



How to file a claim online

Follow these simple steps to register your claim using our online portal

- 1 Go to www.mycwbclaim.com and enter the required information.

- 2 A screen will appear with a series of general questions.

- 3 You will then be prompted to select the type of claim you wish to file.

- 4 Depending on the type of claim, questions specific to the benefit you selected will appear.

- 5 Last, you will receive a closing message with **your claim number** and instructions on next steps.

What to do after you file your claim



WHAT HAPPENS NEXT?

- After we receive your claim submission we will review to determine which benefits you are eligible for
- We will also email you a letter explaining any additional information we need to complete our claim decision

HOW CAN I CONTACT SEDGWICK ABOUT MY CLAIM?

After you have obtained your claim number, you can contact Sedgwick in the following ways:

- **Email:** CWBclaims@sedgwick.com
- **Mail:** PO Box 14156 Lexington, KY 40512-4156
- **Claim information site:** www.mysedgwick.com
- **Call:** 1-866-566-1909, Monday – Friday, 8:30am –7:30pm EST

IS THERE ANYTHING I CAN DO TO EXPEDITE THE DECISION?

Depending on your type of claim, we will need you to submit documents from your provider and/or treatment facility as follows:

For Accident, Cancer Advocacy (CAP), and Critical Illness claims:

- Medical records from all treating providers including dates of physician consults, treatments and services received (including pathology and diagnostic records as applicable)

For Hospital and Wellness claims:

- We will assess the information on your submission and reach out if anything additional is required

Don't forget: Please write your claim number on each document you submit to us to expedite the handling of your claim. If you wish to email your documents please send them to CWBclaimsdoc@sedgwick.com



Chubb Voluntary Benefit plan offered for Paychex and administered by Sedgwick

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. www.chubbworkplacebenefits.com