CHUBB®
Benefits

Your guide to submitting a claim on the Self-Service Portal



We've made filing your claim easier than ever.

Here's what you do:
Visit https://mybenefitsconnect.chubb.com

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This document provides instructions for submitting claims for all products; however, not all claim types are available to all customers.

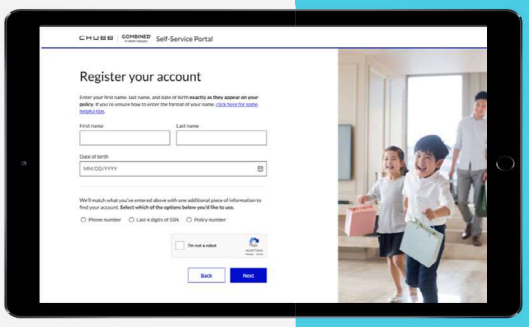
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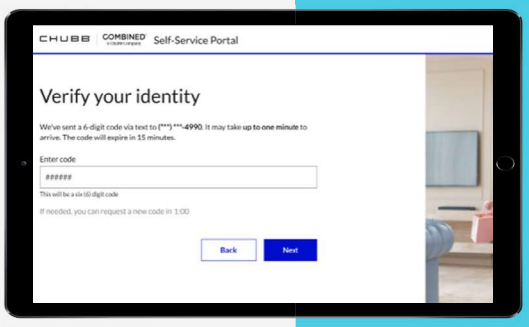
*Excludes LifeTime Benefit Term and Chubb Guaranteed Life claims, which are submitted via phone, email, fax or mail only. Contact your human resources team for LifeTime Benefit Term or Chubb Guaranteed Life claim filing information.

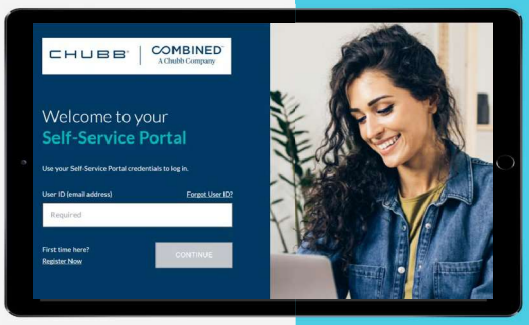
Getting started

Registering your account for the first time

- Visit https://mybenefitsconnect.chubb.com
- To register for the first time, click ***First time here? Register now***
- Next, enter your name, date of birth, last four digits of your Social Security number
- Select from 3 options to locate your account:
  - *Phone number*
  - *Policy number*
  - *Social Security number*
- You will receive a one-time passcode (OTP) to the email address you provided to complete your registration
- Create a user ID with your email address and choose a password

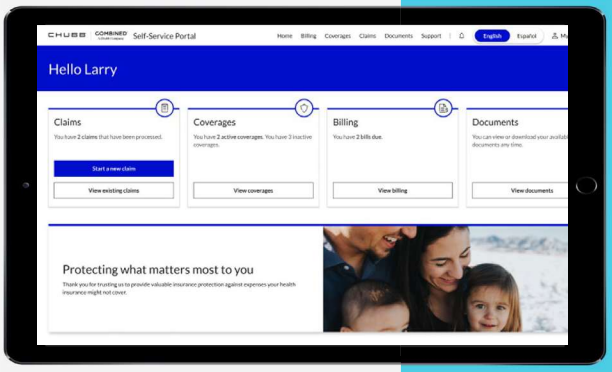






Logging in

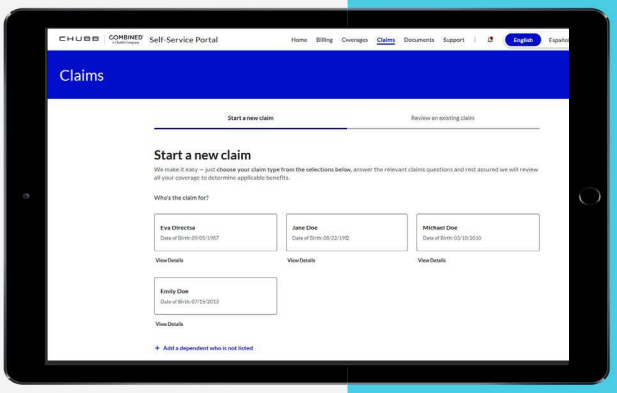
- Once you're registered, login to the Self-Service Portal at https://mybenefitsconnect.chubb.com
- After logging in, you'll come to your dashboard



Starting a new claim

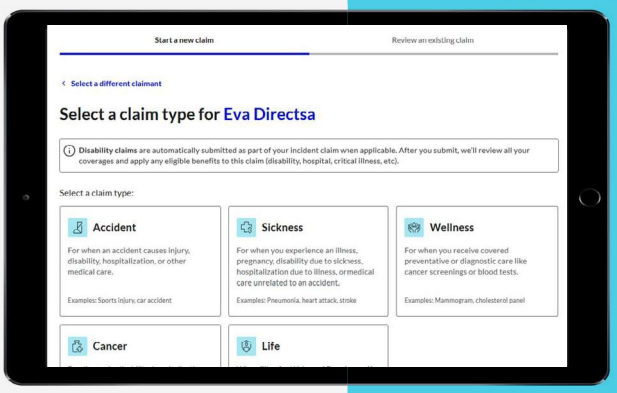
Select Claimant

- **In the Claims section, choose *Start a new claim:***
  - *Let us know if you're starting the claim for yourself or someone else*
  - *If you're starting this for a dependent, we'll need you to add their details*

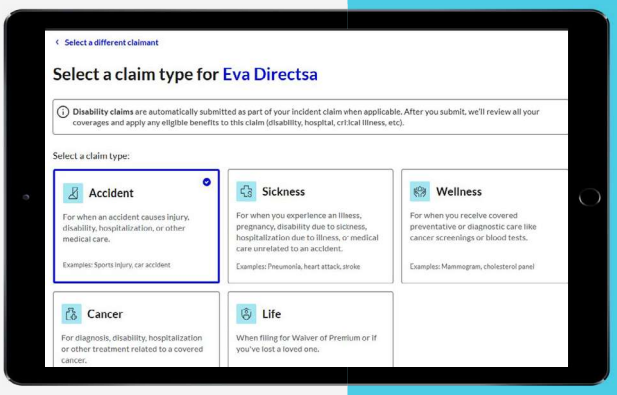


Choosing your claim type

- **On the New Claims page, you'll see a list of claim types:**
  - Accident
  - Sickness
  - Wellness
  - Cancer
  - Life



- **Selecting the right claim type is easy:**
  - *For example, if you were in an accident, check the **Accident** option*
  - *If you were sick, check the **Sickness** option*



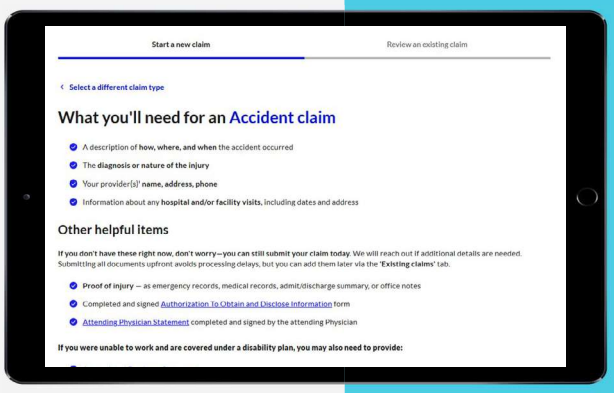
- **Tell us what happened and the portal will check for all coverage and benefits that apply.**

Accident claim

Initiating your claim

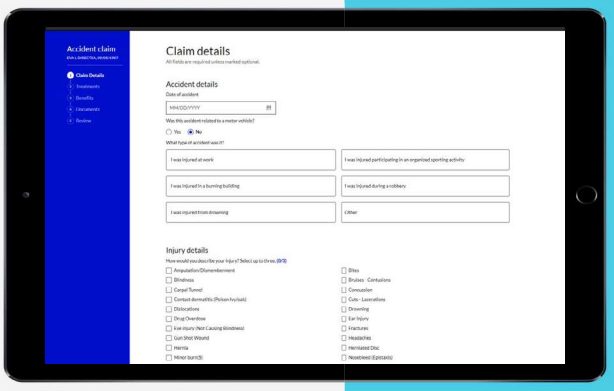
- **You'll see a screen with instructions for completing an Accident claim**

- **Click the *Start your claim* button to begin**



Step 1 - Claim details

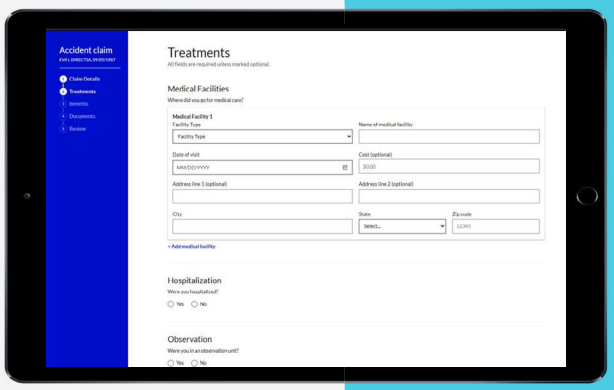
- **Provide information about the accident:**
  - *Enter the date when the accident occurred, provide details about what happened and about any injuries sustained*



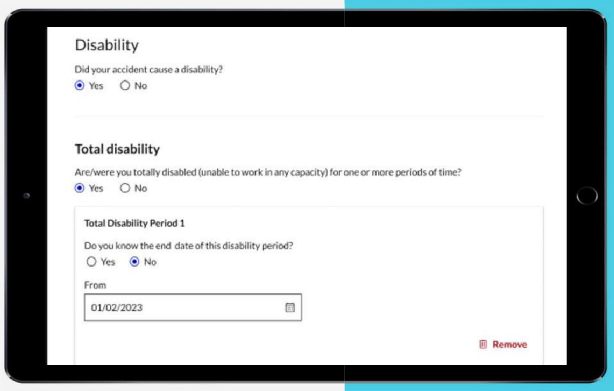
Step 2 - Treatments

- **In this step, provide details on where medical treatment was received**

- **If you were hospitalized or kept in an observation unit, please provide:**
  - *Hospital name and address*
  - *Check-in and check-out dates*
  - *Whether you were admitted to the ICU*



Step 2 - Treatments (cont.)



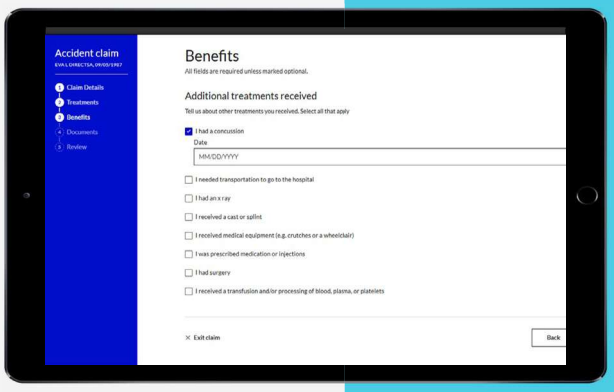
- **If your condition caused disability and you were unable to work, enter:**
  - *Duration of disability*
  - *Start and end dates*
  - *Whether the disability was total or partial*

- **Indicate if you're receiving or received:**
  - *Workers' Compensation*
  - *Benefits from the Social Security Act*
  - *State disability benefits*

- **Provide your employment information:**
  - *Employer details*
  - *Description of your job duties*

- **When you've filled everything out, click *Continue***

Step 3 - Benefits



- **In the Benefits section you'll find a list of potential covered benefits for your claim, such as:**
  - *X-rays*
  - *Casts or splints*
  - *Prescriptions*
  - *Surgeries*

- **Select any treatments that apply and enter the date you received each treatment**

- **When you are done, click *Continue***

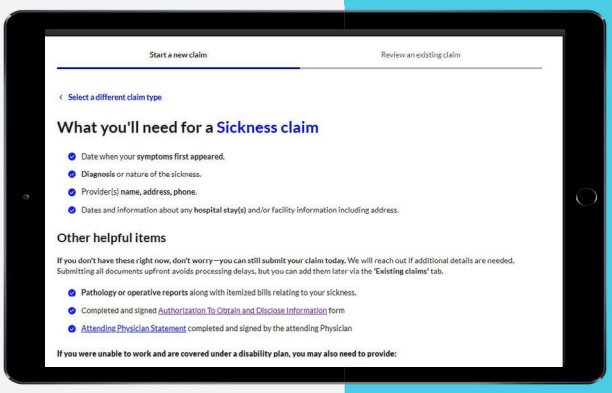
- **Go to Step 4 – *Documents***

Sickness claim

Initiating your claim

- **You'll see a screen with instructions for completing a Sickness claim**

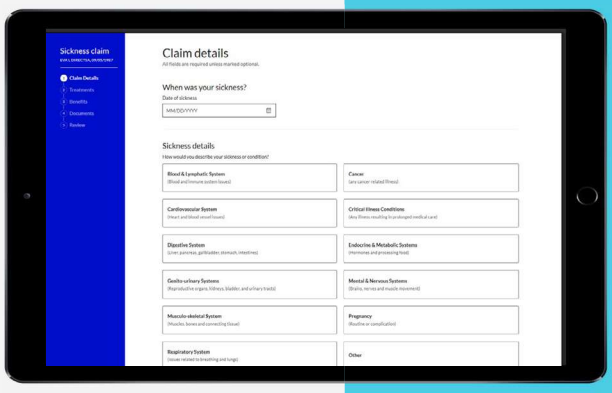
- **Click the *Start your claim* button to begin**



Step 1 - Claim details

- **Provide the requested details of your Sickness claim:**
  - *Select the dates that your sickness began*
  - *Select the option from the list that best describes your sickness*
  - *If you're pregnant, be sure to select that option*

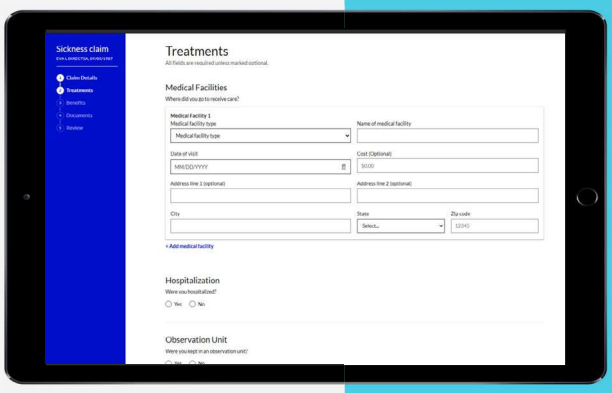
- **Once you've made your selections, click *Continue***



Step 2 - Treatments

- **In this step, share the specifics on your sickness treatments:**
  - *Where you received medical care, including the name and address of the facility*
  - *The dates and costs of your treatments*
  - *If you spent time in an observation unit or were hospitalized*

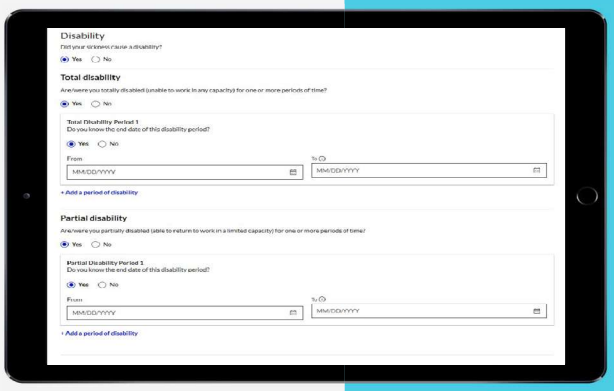
- **If you were hospitalized or kept in an observation unit, please provide:**
  - *Hospital name and address*
  - *Check-in and check-out dates*
  - *Whether or not you were in the ICU*



Step 2 - Treatments (cont.)

- **If your sickness caused disability and you were unable to work, add:**
  - *Duration of the disability*
  - *Start and end dates*
  - *Whether the disability was total or partial*

- **Indicate if you're receiving or received:**
  - *Workers' Compensation*
  - *Benefits from the Social Security Act*
  - *State disability benefits*



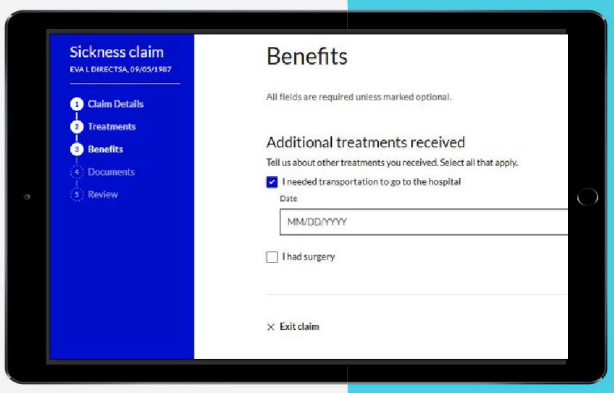
Step 3 - Benefits

- **In the Benefits section, you'll find a list of potential covered benefits for your claim, such as:**
  - *Transportation to the hospital*
  - *Surgeries*
  - *Prescription medications*

- **Provide the dates related to each benefit**

- **Once you're done with benefits, click *Continue***

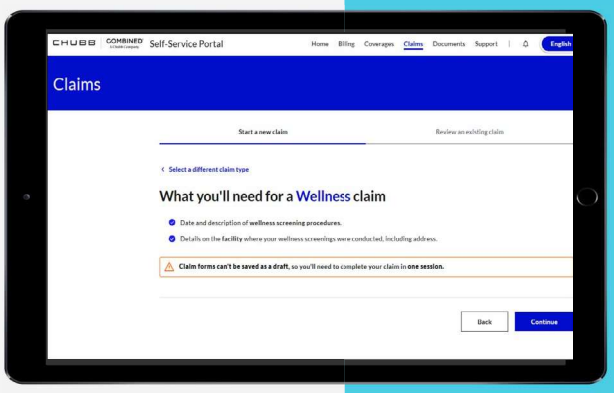
- **Go to Step 4 – *Documents***



Wellness claim

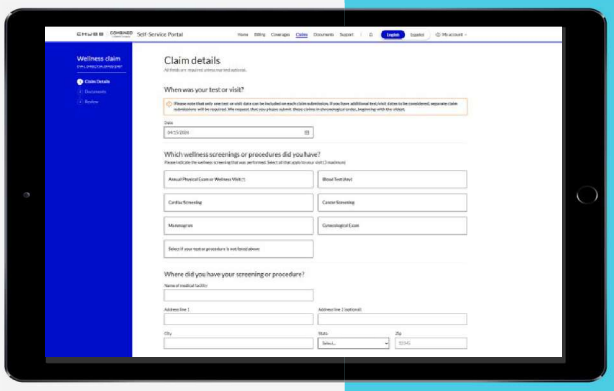
Initiating your claim

- You'll see a screen with instructions for completing a Wellness claim
- Click the ***Start your claim*** button to begin



Step 1 - Claim details

- Provide specifics of your Wellness claim:
  - *Provide the dates of your wellness screening or visit*
  - *Select the type of wellness service, such as annual physical, blood work, or cancer screening*
  - *Indicate where you received your wellness services*
- Then click ***Submit***

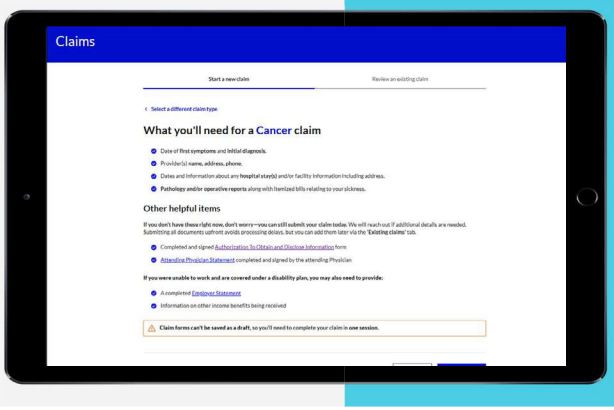


Cancer claim

Initiating your claim

- **You'll see a screen with instructions for completing a Cancer claim**

- **Click the *Start your claim* button to begin**

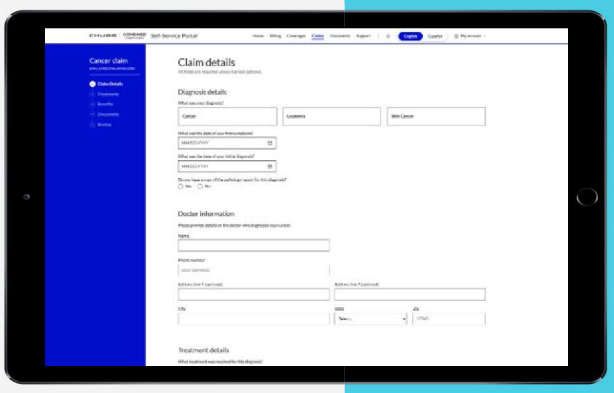


Step 1 - Claim details

- **Provide information for your Cancer claim**
  - *If this is for a preventative cancer screening, please submit as a Wellness claim*

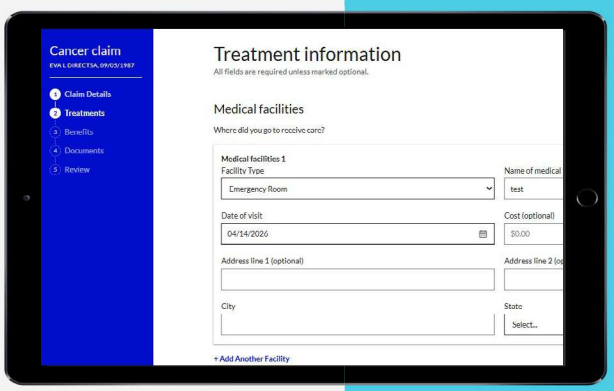
- **For a cancer diagnosis, provide:**
  - *The type of cancer*
  - *When you first experienced symptoms*
  - *The date of your initial diagnosis*
  - *Whether you have the pathology report*
  - *Information about who diagnosed you and any treatments received to date*

- **Click *Continue***

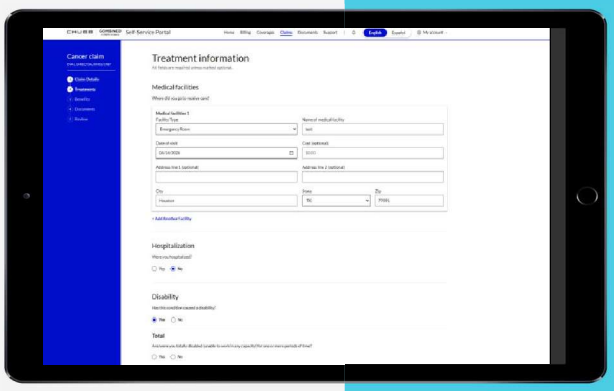


Step 2 - Treatments

- **In this step, provide information on the cancer treatments you received:**
  - *Where you received your cancer care*
  - *Provide the dates and costs of your cancer treatments*
  - *Let us know if you were hospitalized*



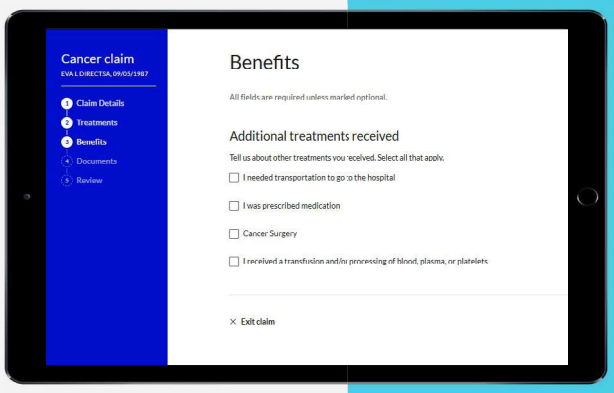
Step 2 - Treatments (cont.)



- **If you were hospitalized, please provide:**
  - *Hospital name and address*
  - *Check-in and check-out dates*
  - *Whether or not you were in the ICU*

- **If your cancer caused disability and you were unable to work, please provide:**
  - *The duration of your disability*
  - *The start and end dates*
  - *Whether your disability was total or partial*

Step 3 - Benefits



- **In the Benefits section, you'll find a list of potential covered benefits for your claim, such as:**
  - *Transportation to the hospital*
  - *Prescribed medications*
  - *Surgeries or other treatments*

- **Select the benefits that apply and enter the dates applicable to each benefit**

- **Click *Continue***

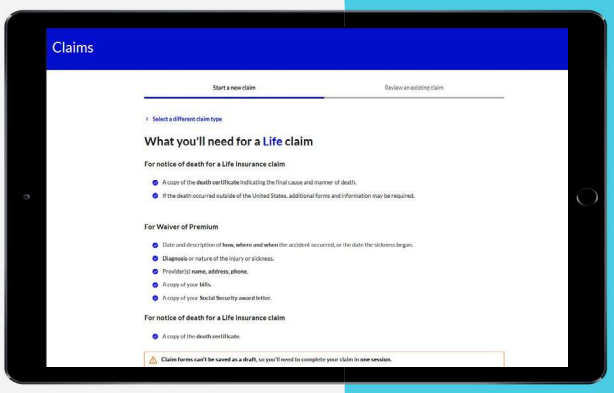
- **Go to Step 4 – *Documents***

Life claim*

Initiating your claim

- **You'll see a screen with instructions for completing a Life claim**

- **Click the *Start your claim* button to begin**



Step 1 - Claim details

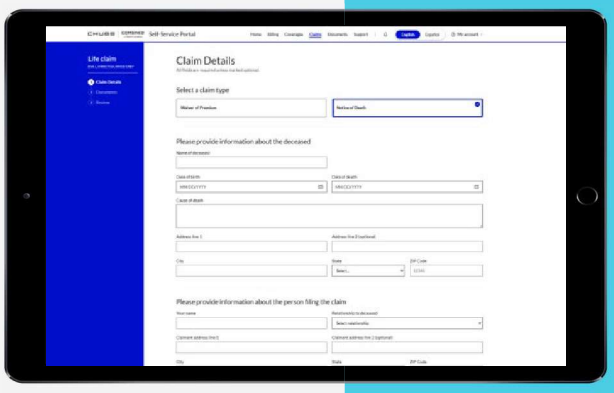
- **Provide information for your Life claim, choosing from two options:**
  - *Waiver of Premium*
  - *Notice of Death*

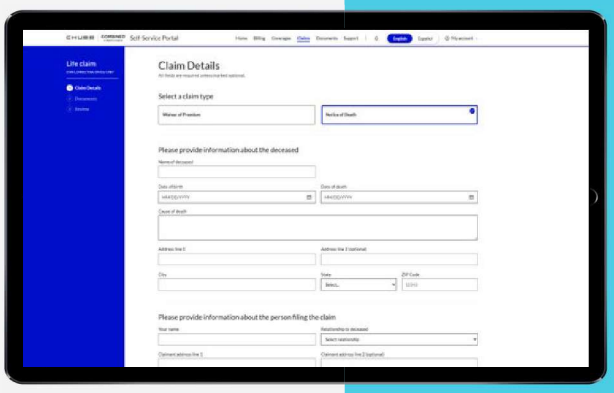
- **For Waiver of Premium:**
  - *Provide details on your disability, including about who diagnosed you*
  - *Provide information about your employment status and job duties*

- **For Notice of Death:**
  - *Provide information about the deceased, including the cause of death*
  - *Information about who is filing the claim*
  - *Indicate if the claim is being submitted on behalf of an estate*
  - *If applicable, provide funeral home information*

- **Click *Continue***

- **Go to Step 4 – *Documents***

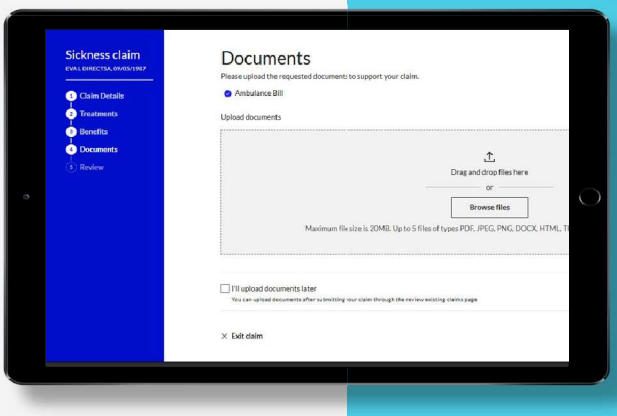




*Not all customers can file life claims.

Submitting a claim - all products

Step 4 - Documents



- **Upload supporting documents for your claim**

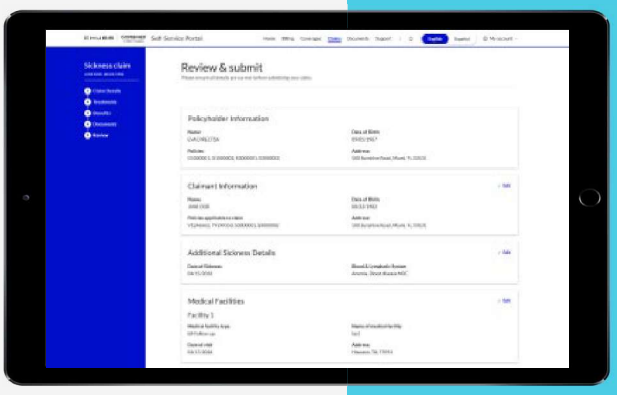
- **Examples of supporting documents:**
  - *Medical bills*
  - *Doctor's prescriptions*
  - *Accident reports*

- **To upload a document:**
  - *Click the **Upload** button*
  - *Select the file from your device*
  - *Choose the document type from the dropdown menu*

- **If you need to upload your documents later:**
  - *Select the option **Don't have your documents at this time or need to upload more at another time***

- **When you're ready for the next step, click *Continue***

Step 5 - Review



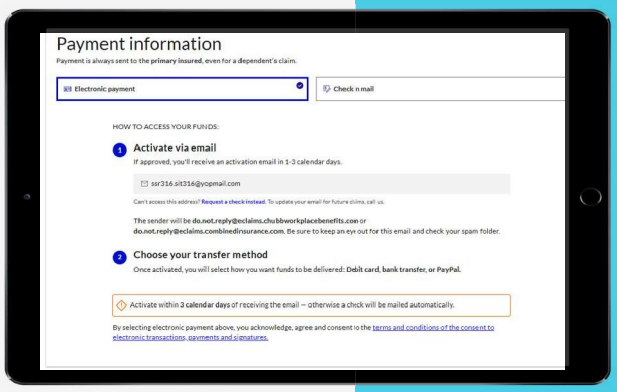
- **Take a moment to review the information you've entered:**
  - *Claim details*
  - *Treatment information*
  - *Benefits selected*
  - *Documents uploaded*

- **If you need to update information provided:**
  - *Click the **Edit** button next to the section you need to change*
  - *Make your updates*
  - *Return to the review page*

Submitting a claim - all products (cont.)

Step 5 - Review (cont.)

- **You'll also need to:**
  - *Select how you would like to receive your claim payment*
  - *Provide relevant payment information*
  - *Read and attest to the Fraud Warning, and check the **I understand and accept** box*
  - *E-sign the form*
  - *Then click the **Submit your claim** button*

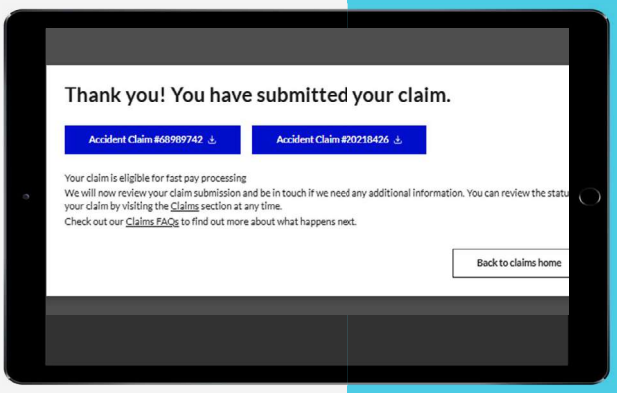


Confirmation

- **After you submit, you'll see a confirmation screen with:**
  - *Your claim number*
  - *Next steps in the process*

- **You'll have the option to:**
  - *Download a PDF of your claim for your records*
  - *Start a new claim*

- **When you're done, click the *Home* button to return to your dashboard**

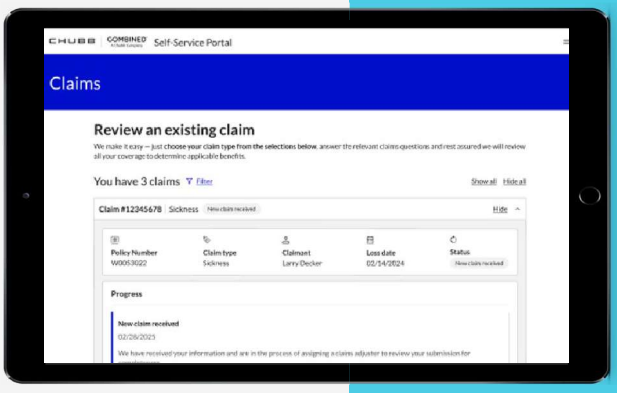


CHUBB® Benefits

Tracking a claim - all products

- **It's easy to review your claim status**

- **Once logged in to the portal and on your dashboard:**
  - *Look for the My claims section*
  - *Click on **View claims***
  - *Select **Review an existing claim***



Claim updates

View claim status updates, provide requested documentation, and access claim decision information with next steps online.

Available 24/7

The portal is available whenever you need it, day or night.

We're here to support you every step of the way.

Visit **https://mybenefitsconnect.chubb.com** or scan to visit the Self-Service Portal. Register today for online account management - it's quick and easy.

Chubb Benefits is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. Insurance products are underwritten by the following U.S. based Chubb underwriting companies: ACE Property & Casualty Insurance Company and Combined Insurance Company of America.

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