Nombre del cliente

Cómo presentar una reclamación o un permiso de ausencia

บทับทั้ง

Puede que su vida se haya vuelto más compleja, pero nosotros le facilitamos la presentación de su reclamación y la obtención de los beneficios que necesita.

No se preocupe, podemos ayudarle.



Para obtener resultados más rápidos, presente el expediente en línea.



En la web

¿Es la primera vez que presenta una reclamación? Vaya al sitio web seguro y regístrese para obtener una cuenta.

Usuarios que regresan: por favor, inicien sesión con su identificación de usuario y contraseña.

- Permiso y Discapacidad en Total Leave: https://portal.unum.com
- Accidente, Enfermedad Grave, Hospital: unum.com/claims
- Vida a Término/Muerte Accidental y Desmembramiento (AD&D): Solo su empleador puede presentar y consultar el estado en línea
- Dental, Visión, Vida Entera: la presentación en línea no está disponible
- Permiso Lógico: [Insertar dirección web]



Uso de la aplicación

- Accidente, Enfermedad Grave, Hospital: Descargar la aplicación Unum Customer desde Apple[®] o Google Play[™].
- Otros productos de seguros: No está disponible la presentación mediante la aplicación

Beneficios de la presentación digital

- Cargar sus documentos importantes
- Revisión del estado de las reclamaciones y de la correspondencia
- Firma y presentación de formularios Recibir
- pagos mediante depósito directo

Para Permiso y Discapacidad en Total Leave:

- / Uso de la Función de Chat en Vivo
- Programar una llamada de un especialista en beneficios de Unum

Otras formas de presentación

Mediante un formulario en papel

- Vida a Término/AD&D, Accidente, Enfermedad Grave, Hospital, Vida Entera: Obtenga un formulario de reclamación en <u>unum.com/claims</u> o póngase en contacto con su departamento de RR.HH. Envíe por correo o por fax su formulario cumplimentado utilizando el número de fax o la dirección que aparece en el formulario.
- Dental, Visión: Vea las instrucciones en la casilla de la derecha.
- Permiso y Discapacidad en Total Leave: No está disponible la presentación en papel.



- Permiso y Discapacidad en Total Leave: 800-858-6843
- Vida a Término/AD&D: 800-445-0402
- Accidente, Enfermedad Grave, Hospital, Vida Entera: 800-635-5597
- Dental, Visión: 888-400-9304
- Permiso Lógico: 866-779-1054

Presentar una reclamación dental o de visión

Tanto para las reclamaciones dentales como para las de visión, no proporcionamos la presentación electrónica. Puede obtener un formulario de reclamación en <u>unumdentalcare.</u> <u>com y unumvisioncare.com</u> o contacte con el servicio de atención al cliente por el 888-400-9304. Puede enviarlo por correo, fax o correo electrónico con la documentación requerida.

Dental:

Correo: Departamento de Reclamaciones P.O. Box 80139 Baton Rouge, LA 70898-0139 Fax: 855-400-9307 Correo Electrónico: DentalClaims@Unum.com

Visión:

Correo: Departamento de Reclamaciones P.O. Box 14389 Baton Rouge, LA 70898-4389 Fax: 855-400-9307 Correo Electrónico: VisionClaims@Unum.com





Instrucciones sobre cómo presentar su reclamación

Excluidos los permisos de Ausencia en Unum Total Leave



On the web

- 1. Vaya a <u>unum.com/claims</u>.
- 2. a. Si es la primera vez que presenta una reclamación, haga clic en "Crear una cuenta" (Create an account)b. Si ya tiene una cuenta, introduzca su correo electrónico.
- 3. Una vez que haya iniciado la sesión, comience con "Informar de un Nuevo Evento" (Report a New Event) para proporcionar los detalles iniciales de lo sucedido. Luego, seleccione "Continuar" (Continue).
- 4. Añada información sobre lo siguiente:
 - a. El reclamante: usted o un miembro de su familia cubierto
 - b. Su empleo
 - c. Atención médica derivada del evento, como una cirugía
 - d. Ausencias del trabajo
 - e. Proveedores médicos visitados médicos, hospitales, otros profesionales de la medicina
- 5. Revise su información y:
 - a. Confirme las respuestas
 - b. Proporcione la autorización médica
 - c. Revise la declaración de fraude
- 6. Seleccione "Aceptar" (Accept) y "Enviar" (Submit).
- 7. Vea la pantalla de confirmación, vea las próximas tareas y realice un seguimiento del progreso.

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En la aplicación

- Descargue la aplicación Unum Customer desde Apple[®] o Google Play[™].
- a. Si es la primera vez que presenta una reclamación, desplácese por las pantallas de introducción hasta llegar a "Pasos Siguientes" (Next Steps) y seleccione "No, necesito registrarme" (No, I need to register).
 b. Si ya tiene una cuenta, puede iniciar sesión.
- 3. Lea los Términos de Uso y seleccione "Entiendo y acepto" (l understand and accept).
- 4. En la pantalla de bienvenida, seleccione "Iniciar un Nuevo Beneficio" (Start a New Benefit).
- 5. En la pantalla de Beneficios, haga clic en el botón "+".
- Presente una nueva reclamación o comunique un fallecimiento en la familia (para el seguro de vida).
- 7. Proporcione información sobre lo sucedido para que Unum pueda identificar que cobertura aplica a su situación.
- 8. Añada información sobre lo siguiente:
 - a. El reclamante: usted o un miembro de su familia cubierto
 - b. Su empleo
 - c. Atención médica derivada del evento, como una cirugía
 - d. Ausencias del trabajo
 - e. Proveedores médicos visitados médicos, hospitales, otros profesionales de la medicina
- 9. Revise su información y:
 - a. Confirme las respuestas
 - b. Proporcione la autorización médica
 - c. Revise la declaración de fraude
- 10. Seleccione "Aceptar" (Accept) y "Enviar" (Submit).
- 11. Vea la pantalla de confirmación, vea las próximas tareas y realice un seguimiento del progreso.

















Instrucciones sobre como presentar un permiso de ausencia en Unum Total Leave



En la web

- 1. Vaya a <u>https://portal.unum.com</u> en su navegador web. ¡No se necesita ninguna aplicación!
- 2. a. Si es la primera vez que presenta una reclamación, haga clic en "Registrar una cuenta" (Register for an account).
 - b. Si tiene una cuenta, haga clic en "Iniciar sesión en la cuenta existente" (Login to existing account), introduzca su identificación de usuario y contraseña y haga clic en Iniciar Sesión (Log In).
- Si se ha registrado para la verificación en dos pasos, se le enviará una contraseña de un solo uso a su teléfono móvil. Introdúzcala en la casilla de código de acceso de un solo paso y haga clic en Enviar (Submit).
- Una vez iniciada la sesión, haga clic en el botón "Iniciar un permiso o una reclamación" (Start a leave or claim).
- En el menú desplegable, elija el tipo de reclamación o permiso que necesita y, a continuación, haga clic en el botón "Presentar para [tipo de reclamación o permiso]" (File for [type of claim or leave])..
- 6. Siga las preguntas en pantalla relacionadas con su permiso o reclamación.
- 7. Una vez que haya completado todos los pasos, verá un mensaje de confirmación y se le proporcionarán los siguientes pasos.

¿Necesita hablar con alguien?

Use el **chat en** vivo para conectarse con alguien ahora o use la función de **programar una devolución de llamada** para hablar a una hora que le convenga. Encuéntrelos en la página de resumen en "obtener apoyo" (get support).

También puede llamarnos al 800-858-6843





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