

How to submit a MetLife [Accident, Hospital Indemnity, Critical Illness or Cancer Insurance] claim



Submitting an [accident, hospital indemnity, critical illness or cancer insurance] claim doesn't have to be challenging. Below you'll find the information and tools you need to make the process as smooth as possible.

How to submit an [accident, hospital indemnity, critical illness or cancer insurance] claim online

Submitting a claim is as simple as 1-2-3:

1



Visit mybenefits.metlife.com to view your certificate of insurance and to initiate your claim* or call 866-626-3705 to obtain a claim form.*

2



Answer some questions about your claim and upload your medical documentation to support your claim. The whole process takes just minutes!

3



Visit MyBenefits frequently to check claim status, letters and benefit payments.

*For Critical Illness claims, a Physician Statement, which is available on MyBenefits, needs to be completed by your physician.

What happens next

A MetLife claims specialist will review your information, request any additional medical information (if necessary), and notify you in writing of a claim decision.

Online claim submission is hassle-free!

You can register at www.mybenefits.metlife.com. See reverse for details.

**Benefits of registering online:**

- Faster processing time
- Less paper waste
- Claims can be submitted 7 days a week

MyBenefits: quick and easy online claim submission

MyBenefits is the web portal for MetLife group participants. Once registered, you can log in to:

- Submit a claim and upload medical documentation
- See claim status, history, and payments
- Set up direct deposit of benefits
- Read correspondence from MetLife
- Download claim forms
- View your certificate of insurance and designate beneficiaries