

HOW TO REPORT A DISABILITY CLAIM

ERH Shared Services LLC Short-and long-term Disability (STD/LTD)

How do I report my disability claim?

Simply do one of the following:

- › Call toll-free **888.84.Cigna (24462)** or **866.562.8421** (Español) between 7:00 am and 7:00 pm CST. A representative will walk you through the process.
- › Online at **Cigna.com/customer-forms** using the following steps:
 - Click "Select Disability/Accident/Life/Critical Illness Forms"
 - Click "Submit a Disability Claim"
 - This will bring you to the disclosure notice page
 - Review and click "Continue" at the bottom of the page
 - A pop up box will appear that says "Hit the continue button if you have read the above fraud language and wish to continue to file a claim"
 - Click "Continue"
 - Click "Submit a Disability Claim Online" to begin

When do I report a claim?

- › Contact your HR Department on or before your first day out of work. Tell them when and for how long you plan to be absent.
- › If you know you will be out for more than seven days in a row, call Cigna at 888.84.Cigna (24462) or 866.562.8421 (Español). Make sure you call before your seventh day out of work so we can begin reviewing your claim.

What information do I need?

Before you call or go online, please have this information handy:

- › Your name, address, phone number, birth date, Social Security number and email address
- › Employment information, such as date hired and job title

- › Reason for your claim (illness, injury, pregnancy)
- › Description of your illness, symptoms and/or diagnosis. Include the date your symptoms first appeared and if you've had these symptoms before
- › Workers' compensation claims you filed or plan to file
- › Details about doctor, hospital or clinic visits, including dates and contact information

What happens next?

During the call, we'll ask for your permission to get your medical information so that we can immediately start working on your claim.

- › After you give us your claim information, you'll be transferred to a recorded message.
- › At the end of the recording, say "Yes" if you give permission or "No" if you don't (you can cancel your permission at any time by calling your Cigna claim manager).

After the call, Cigna will send you a letter that will include a copy of the recorded message for your records and a form that gives us permission to get other information we may need to finish processing your claim. Please sign and return that form. Check with your doctor to see if there are any other forms you need to sign.

A Cigna claim manager will call you and your employer for a list of your job requirements. The claim manager will also call your doctor for your medical records. This information will help us figure out how long you may be out of work, and the benefits you may be able to receive.

If you need immediate medical attention, please call 911.

What happens if my claim is approved?

- › Cigna will send you an approval letter that gives you an explanation of your benefits. You may also get a recorded call from Cigna with this information.
- › Cigna will coordinate payment of your benefits as soon as possible.
- › Cigna will tell your employer that we approved your claim, and the date you plan to return to work.

What happens if my claim is denied?

- › Cigna will send you a letter that explains why. The letter will also tell you how you can appeal the decision.
- › Cigna will let your employer know the claim is denied.
- › You should call your HR Department when you get the letter to discuss your return-to-work date.

What can I expect while I am out?

Your Cigna claim manager will stay in touch to help you return to work quickly and safely. We may work with you, your doctor and your employer to talk about different work options. This may include an adjustment to your job or work schedule, your HR Department may also call you to check on your progress and offer support.

What should I do when it's time to return to work?

- › Call your HR Department and Cigna claim manager to let them know the date you will be returning to work.

What if I cannot return to work on the date my disability benefits end?

- › Call your Cigna claim manager to discuss your situation and learn about your options.
- › Call your HR Department to let them know when you plan to return to work.

What if I need more information?

Cigna has an online resource ([Cigna.com/workwellness](https://www.cigna.com/workwellness)) that provides useful information - from disability claim process, to FMLA, to managing conditions at work and how to access valuable programs offered with your plan at no

additional cost to you.

Questions?

Call **888.84.Cigna (24462)** or **866.562.8421** (Español). A Cigna representative is available to help you between 7:00 am and 7:00 pm CST. You can also **chat live** with a Cigna representative on my Cigna.com.

Cut and carry for easy reference

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Visit: [Cigna.com/customer-forms](https://www.cigna.com/customer-forms)

Please have this information handy:

- › Your name, address, phone number, birth date, Social Security number and your date of hire, employer's name, address and phone number.
- › Date of your claim and when you plan to return to work (your expected delivery date if you're pregnant).
- › Name, address and phone number of each doctor you are seeing for this absence.

