

How to submit a MetLife Accident, Hospital Indemnity, or Critical Illness claim



Submitting an accident, hospital indemnity or critical illness 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 or critical illness 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