

How to submit a short term disability claim

You can submit short term disability claims online, by phone, or by mail/fax/email. Online submission is the fastest way to get your claim started!

Online

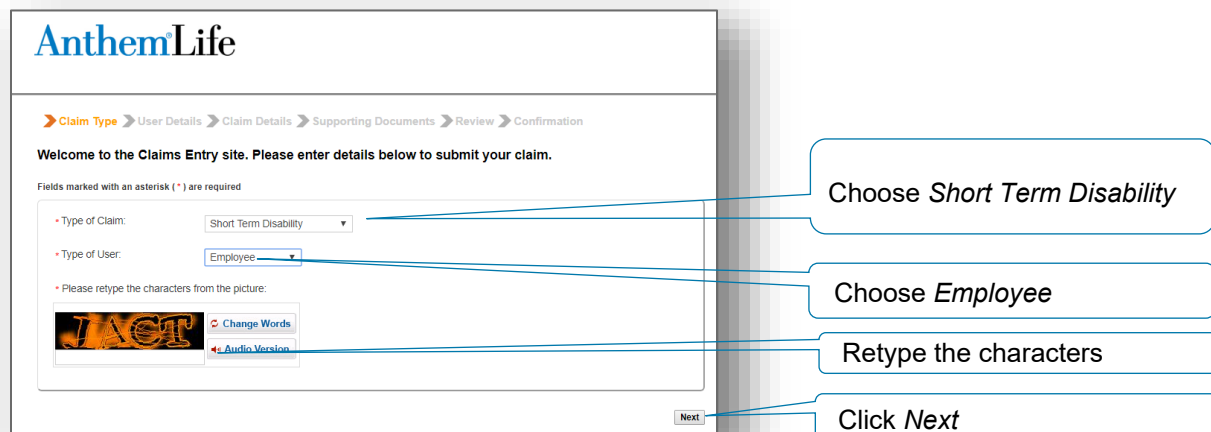
Our easy system lets you enter all the information we need to start your disability claim. Just go to <https://myspecialtyappsanthem.com/claims/alic> and follow these simple steps to submit your claim:

- Choose **Short Term Disability** as the *Type of Claim*, then the *Type of User* field will appear
- Choose **Employee** for *Type of User*
- Enter the characters you see under “**Please retype the characters from the picture**” then click *Next*
- The system will guide you through all information needed to get started on your claim.

During the claim submission process, you can download, complete, scan, and upload the forms you need for your claim.

Once you submit your claim, you’ll receive a claim reference number and, if you give us your email address, you can also receive a confirmation email. Be sure to keep the claim reference number handy – we can help you faster if you have the claim reference number when you call us with questions. For assistance while using the online claim system, call **1-800-813-5682** Monday through Friday between 8:30 a.m. and 5:00 p.m. Eastern Time.

Example – submitting your claim online



The screenshot shows the AnthemLife online claim submission interface. The breadcrumb trail is: Claim Type > User Details > Claim Details > Supporting Documents > Review > Confirmation. The main heading is "Welcome to the Claims Entry site. Please enter details below to submit your claim." Below this, it states "Fields marked with an asterisk (*) are required".

The form contains the following fields and callouts:

- Type of Claim:** A dropdown menu with "Short Term Disability" selected. A callout box points to this field with the text "Choose Short Term Disability".
- Type of User:** A dropdown menu with "Employee" selected. A callout box points to this field with the text "Choose Employee".
- Retype the characters:** A section with a CAPTCHA image showing the word "FACT" in a stylized font. Below the image are "Change Words" and "Audio Version" links. A callout box points to this section with the text "Retype the characters".
- Next:** A button at the bottom right of the form. A callout box points to this button with the text "Click Next".

By Phone

After you tell your employer you're going to be out of work, tell us. Call us toll free at **1-800-813-5682** as soon as you know you'll be missing work or if you're already off work.

We'll send you a packet that has all the information and forms you'll need for your claim, including a medical release form. We can only contact your doctor after you sign this form and send it back to us. It's very important that you complete and return these forms to us as soon as possible.

By Mail, Fax, or Email

You can download a claim form at <https://myspecialtyappsanthem.com/claims/alic> and print it. Complete the form and mail, fax or email it to us:

Disability Claims Service Center or fax 1-800-850-0017 or email disability@anthem.com
P.O. Box 105426
Atlanta, GA 30348-5426

After you file a claim

You will be assigned your own disability case manager (DCM), who will be your main contact. Your DCM will:

- Call you with information and answer your questions.
- Contact your benefits manager at work to make sure we have all of your correct information.
- Get your health records to work on your claim. This includes your doctor's treatment plan and estimates on when you can return to work.
- Act as the main point of contact between you, your doctor and your employer. This can help you return to work as quickly and safely as possible.

Our goal is to get you back on your feet and help you get back to work

Your employer works with us to help employees out on disability return to their jobs safely. If you're out on disability, your DCM will talk with you, your doctor and your benefits manager to see if any jobs become open during your time out that your doctor might feel you can do, like a job that doesn't have heavy lifting or a desk job that lets you stay off your feet. One thing's for sure — we'll all work together to help you return to your job when the time is right.

You may have your own nurse care manager

If you have an Anthem health plan and you have a chronic or long-term health condition or one that might cause future problems, you may be contacted by one of our medical nurse care managers. These are registered nurses who'll work with you and your DCM to help you get better. Since everyone heals differently, every claim is based on each person's own situation. If you haven't talked with a medical nurse care manager yet and would like to, your DCM can connect you with one anytime.

Support when you need it

Your DCM may also offer to transfer you by phone to a counselor at our Resource Advisor member assistance program. Our licensed counselors can help you cope with your own disability or with the stress and responsibility of caring for a family member when they're seriously ill.