



How to File a Claim

FILE A CLAIM WITH CONFIDENCE.

State of Delaware
Policy # 071675

Your disability program is managed by The Hartford, a leader in disability services. It's a user-friendly benefit that provides essential support services while you're away from your workplace.

The Hartford makes it easy to file a claim. Just follow these steps.

STEP 1 Know when it's time to file.

If you're absent from work, due to an illness or injury, your benefits representative can advise you on when to file your claim. If your absence is scheduled, such as an upcoming hospital stay, simply call us prior to your last day at work.

STEP 2 Have this information ready.

- Name and Employee ID Number
- Name of agency or school district and the last day of active employment
- Name and phone number of Manager or Benefit Representative
- Nature of claim and whether it is work related
- Treating physician's name, address and telephone number
- Confirmation of whether you are also employed by the University of Delaware or Delaware Solid Waste Authority in a pension eligible position

STEP 3 Make the call or visit us online.

With your information handy, call The Hartford at 1-866-945-7781. We're open between 8 am and 8 pm EST from Monday-Friday. You'll be assisted by a nurse with an average 20 years of clinical experience. You may also file a Short Term Disability claim online at www.TheHartfordAtWork.com, 24/7. Under the "Access your Account" section, click on "Start a Claim", then click "Start a Short-Term Disability Claim". You must type in the State of Delaware's policy number of **071675** to continue your online submission. Within 24 business hours, a Hartford representative will call you to review your online claim submission.

TO FILE A CLAIM, CALL THIS NUMBER:

1-866-945-7781
8 am - 8 pm EST, Monday-Friday
Or, file online at
TheHartfordAtWork.com



PLEASE CUT ✂

If you're absent from work due to an illness or injury, your benefits representative can advise you on when to file a claim. If your absence is scheduled, such as an upcoming hospital stay, you may call prior to your last day of work.



Get supportive assistance.

Even after your claim has been filed, we may be in touch to check your progress, answer questions or obtain additional information from you. Be sure your health care provider(s) have your authorization to release medical information to The Hartford to assist with the review of your claim. Feel free to also call us with anything that's on your mind. We're here to help.

Relax and stay positive.

You have the assurance of our knowledge, expertise, and understanding of what you are going through. We're with you all the way, so you can receive the benefits you qualify for and get back to your life.

Quick facts.

The Hartford's goal is to get you through your time away from work with dignity and the best care possible. Keep the card below in a safe place for future use. We'll be there when you need us.



THE HARTFORD IS THE OFFICIAL DISABILITY INSURANCE SPONSOR OF U.S. PARALYMPICS.

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Expertise without equal.
Benefits without burden.

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**WHEN YOU CALL OR FILE ONLINE,
THE HARTFORD WILL ASK YOU TO PROVIDE:**

- Name and Employee ID Number
- Name of agency or school district and the last day of active employment
- Name and phone number of Manager or Benefit Representative
- Nature of claim and whether it is work related
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