

## Group disability insurance

# How to file a claim

**Policy #:**  
**Policyholder:**

### Contact us:

[LADCLA@symetra.com](mailto:LADCLA@symetra.com)  
[www.symetra.com/MyGO](http://www.symetra.com/MyGO)

Call 1-877-377-6773

Monday through Friday  
8 a.m. to 8 p.m. ET  
Fax: 1-877-737-3650

Mailing address:  
P.O. Box 1230  
Enfield, CT 06083

## ① Know when to file

There may be times when you know you'll be taking time off, such as for a scheduled surgery or a planned maternity leave. If you know the date your time away from work due to a disability will begin, please let us know ahead of time. You can submit your disability claim up to 30 days in advance for a surgery or up to 60 days in advance for a maternity claim. If your disability is unplanned, please contact us as soon as possible.\*

## ② Collect the following information

- ✓ Your contact information and Social Security number.
- ✓ Your job title and date of hire.
- ✓ Your policy number (listed to the left).
- ✓ Your condition—whether you're out of work due to illness, injury or pregnancy.
- ✓ The attending physician's name and telephone and fax numbers.

## ③ Contact Symetra to start your claim

[www.symetra.com/MyGO](http://www.symetra.com/MyGO)

- Click "Start My Claim."
- Answer the prompted questions.
- Add any notes or comments.
- Submit form.

1-877-377-6773

Please call between  
8 a.m. and 8 p.m. ET,  
Monday through Friday.

A customer service representative will initiate your claim and assign it to a case manager.

Once your claim intake is completed—either online or by phone—your case manager will call you within two business days to conduct a brief interview and will work with you throughout your period of disability.

\*Filing deadlines may apply. Refer to your certificate of insurance for details.

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## Frequently asked questions

### Is pregnancy included in my disability benefits?

Yes. Pregnancy is treated like any other disabling condition, and therefore is eligible for short- and/or long-term disability income benefits.

### What do I need to submit for a pregnancy-related disability?

The disability must be certified by a physician or midwife via medical records. If you become disabled before the expected date of birth or for a duration beyond the usual postpartum recovery period (six weeks for vaginal delivery, eight weeks for C-section), Symetra will need supporting medical documentation from your treating physician(s).

### The Family and Medical Leave Act (FMLA) allows me to take up to 12 weeks of leave if I meet eligibility requirements. Do I receive disability benefits during this time away?

The FMLA allows employees to take reasonable unpaid leave for certain family and medical reasons. It's considered job protection and doesn't provide income replacement. Unlike FMLA, short- and/or long-term disability income insurance provides partial income replacement when you're unable to work due to a disabling condition. Please contact your benefits representative for your policyholder's specific definition of disability.

### What happens after I submit my disability claim?

Symetra will contact your policyholder (e.g., employer, association) to confirm information regarding your employment. We'll schedule an initial interview with you to discuss your claim and may request further medical, occupational and/or financial information. After this call, we'll send status correspondence outlining any outstanding issues and make periodic contact with you and other sources for updates.

### How often will I receive benefits?

If you have short-term disability coverage, benefits are typically paid on a weekly basis after the applicable elimination period. Some policyholders self-pay their short-term disability income benefits and may use a different frequency of payment. If you have long-term disability coverage, benefits usually begin after short-term disability coverage ends (or after the applicable elimination period) and are paid on a monthly basis at the end of each monthly cycle.



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777 108th Avenue NE, Suite 1200  
Bellevue, WA 98004-5135  
[www.symetra.com](http://www.symetra.com)

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### Will I receive claim status notifications?

Claim approval and denial letters are mailed to you at the address you provide. A claim status update is also sent via email to your policyholder. We don't share any personal medical information with your policyholder without your specific authorization.

Your case manager will also reach out via phone to let you know your claim status. This will happen the same day the approval/denial decision is made.

### What if my claim is denied?

Symetra sends an explanation letter along with instructions for filing an appeal if you disagree with our decision. Once we receive additional information to support your original claim, the case manager will conduct a review. If the case manager finds that the new documentation supports reopening your claim, we will do so. If no new information is sent with the appeal, or if the original decision is upheld, the file will be assigned to an appeals specialist for further review.

### What happens when I return to work?

Please notify Symetra as soon as possible. Your employer may require a return to work note or fitness for duty form signed and dated by your physician with any restrictions and limitations noted. This should be submitted to your employer as soon as possible, but no later than on the date of your return.

### What if I'm on disability, but able to return to work part time?

Symetra will work with you and your policyholder to develop a rehabilitation plan that focuses on your current abilities and expected recovery. If accommodations can be made, a plan will be developed to allow you to return to work. This coordinated effort can help you get back to work and, in certain circumstances, grant a financial benefit while you gradually increase your work capacity.

**Note:** If you're given a work release from your physician, notify us immediately to help prevent your claim from being overpaid.

## To check on the status of your claim:

Contact Symetra at 1-877-377-6773  
(8 a.m. to 8 p.m. ET, Monday–Friday)  
or

access your account online at  
[www.symetra.com/MyGO](http://www.symetra.com/MyGO) and:

#### 1. Register as a new user

After you've been contacted by Symetra, complete the New User Registration steps on the main page.

#### 2. Log in to your account

Once you've registered, you can log in to your account to view/search your claim, download forms and more.

Group disability income policies, insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004 are not available in any U.S. territory.

Coverage may be subject to exclusions, limitations, reductions and termination of benefit provisions. For costs and complete details of the coverage, call your benefits representative.