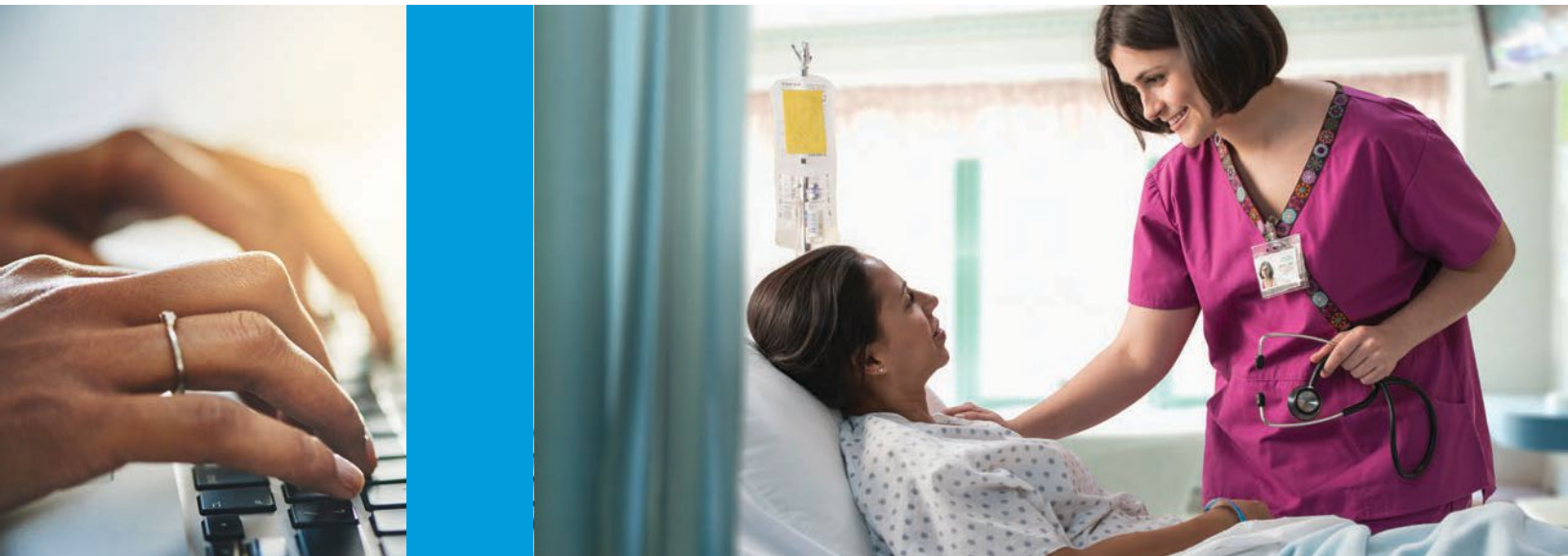# How to submit a MetLife Accident, Hospital Indemnity, or Critical Illness Insurance claim

Submitting an accident, hospital indemnity, or critical illness insurance 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, critical illness or cancer insurance claim online

Submitting a claim is as simple as 1-2-3:
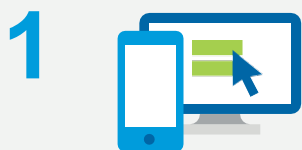
1
Visit **mybenefits.metlife.com** or download the **MetLife Mobile App** to view your certificate of insurance and to initiate your claim* or call 866-626-3705 to obtain a claim form*.

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** or your **MetLife Mobile App** 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 can be hassle-free!
You can register at www.mybenefits.metlife.com or on the MetLife Mobile App. See reverse for details.

Navigating life together

MyBenefits: 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

Benefits of registering to process claims online:

- Faster processing time
- Less paper waste
- Claims can be submitted 7 days a week

MetLife Mobile App

Employees can also submit and access claim information on-the-go. Our mobile app has the same features as the MyBenefits web portal — employees can register and submit claims online, view claim status, letters and benefit payments.

Download on the App Store   GET IT ON Google Play

Download the MetLife app from the iTunes App Store or Google Play

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