



# File a claim with confidence

## How to file a claim

Alexandria City  
Public Schools

Policy #697043

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

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

### STEP 1 Know when it's time to file

If you're absent from work, we can advise you on when to file your claim. If your absence is scheduled, such as an upcoming hospital stay, call us within 30 days of your last day of work. If unscheduled, please call us as soon as possible.

### STEP 2 Have this information ready

- Name, address, and other key identification information.
- Name of your department and last day of active full-time work.
- Your HR representative's name and phone number.
- The nature of your claim.
- Your treating physician's name, address, and phone and fax numbers.

### STEP 3 Make the call or file online

With your information handy, call The Hartford at **1-800-741-4306**. Or file online at **www.TheHartfordatWork.com**. You'll be assisted by a caring professional who'll take your information, answer your questions and file your claim.

To file a claim:

1-800-741-4306 8:00 AM - 8:00 PM EST

Policy #697043

**www.TheHartfordatWork.com**

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### 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. Our goal is to offer a smooth and hassle free experience until you return to work. 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, experience 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 help get you through your time away from work with dignity and assist you in any way we can. Keep the card below in a safe place for future use. We'll be there when you need us.

The Hartford® is The Hartford Financial Services Group, Inc. and its subsidiaries including issuing companies Hartford Life Insurance Company and Hartford Life and Accident Insurance Company. Home office is Hartford, CT.

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#### When you call The Hartford will ask you to provide:

- Name, address, and other key identification information.
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- Your HR representative's name and phone number.
- The nature of your claim.
- Your treating physician's name, address, and phone and fax numbers.

Cut Here ✂