

Group disability insurance

Filing your long-term disability claim

Frequently Asked Questions

Don't let an injury or illness affect your income. Long-term disability insurance from Symetra helps protect it if a health condition prevents you from working for an extended period.

When do I need to file a long-term disability claim?

We encourage you to file a long-term disability claim with us as soon as you become disabled. This will give us more time to process the claim before benefits become payable. If you're already receiving short-term disability benefits from Symetra, you don't need to submit a long-term disability claim. Your long-term disability filing will be processed automatically.

How do I file my long-term disability claim?

You can initiate a disability claim by visiting our online portal at www.symetra.com/MyGO or by calling us at **1-877-377-6773**. Have the following information ready when filing your claim:

- Contact information and Social Security number
- Job title and hire date
- Group policy number (check with your HR office)
- Your condition (illness, injury, pregnancy)
- Physician's name, phone number and fax number

If you have a short-term disability claim being processed by Symetra, your case manager will contact you prior to the end of your claim to verify your ongoing leave for long-term disability.

What happens once my long-term disability claim is submitted?

Once your claim is submitted, it'll be assigned to a case manager. Your case manager will make a claim decision after gathering any necessary information and giving you a call to:

- Provide you with contact information.
- Explain how the long-term disability process will work.
- Ask questions pertinent to your claim.
- Answer any questions you might have.

If the claim is approved, a letter will be sent to explain your long-term disability benefit. Throughout the life of the claim, your case manager will be in touch with you and will assist with your return to work, if needed.

What other information may be helpful in determining my claim?

Symetra will provide support in obtaining medical records; however, it's important to provide us with additional information that could affect the outcome of the claim, such as:

- Copies of your doctor's notes from your most recent visit, including detailed exam findings.
- Copies of any diagnostic testing results, exam evaluations and/or therapy reports.
- The date of your next doctor visit and current treatment plan.
- Payroll records to help determine your benefit amount.
- Any additional sources of income other than your long-term disability benefit.

How long will my claim be approved?

Each claim is managed according to its individual merits. While some claims are paid for a relatively short period of time, others are paid through the maximum duration of the benefit.

The duration of the claim can be affected by:

- The expected recovery period associated with your health condition(s).
- The ability to make reasonable accommodations to help you return to work.
- Any other clinical, vocational and contractual factors applicable to your specific situation.

While you're receiving long-term disability benefits, Symetra will periodically confirm that you still meet eligibility requirements. If we receive information that results in the closure of the claim, we will cease the benefit payments.

Continued >

How are long-term disability benefits paid?

Long-term disability is paid by check each month, at the end of the monthly period. For example, if you are to receive a payment representing the period of May 15 to June 14, it will be issued to you on or about June 14. If you'd like your long-term disability benefit payment to be made via electronic funds transfer (EFT), contact your case manager.

What if I'm unable to return to work by the date you are projecting?

If you're unable to return to work due to a medical condition on or near the projected return-to-work date indicated by Symetra, updated information will be required to determine if you remain eligible for benefits.

While Symetra will reach out to your provider for clinical information, you're encouraged to do so as well. We'll review this information to determine if you're eligible for additional benefits.

What other services does Symetra provide to help me during my disability?

After you file your claim, Symetra offers a number of programs to help you through your disability and get you back to work as soon as possible.

Your case manager will explain the counseling, legal and financial support available through our Employee Assistance Program (EAP).

You'll also hear about our HealthChampion health care navigation program that provides help with understanding your medical plan benefits, including any services accessed during disability leave. Please note that the EAP and HealthChampion may not be available in all states.

Symetra may be able to work with you, your provider and your employer regarding appropriate worksite and/or job accommodations to assist you with your return to work, when needed. Ask your case manager for more information.

What happens if I return to partial work but continue to be disabled?

We encourage attempts to return to work. Your policy will outline potential incentives for returning to work and how your work earnings may affect your benefit eligibility. If a partial return to work becomes possible, please contact your case manager to discuss specifics. We'll request information such as medical releases, work earnings and treatment changes to help in our review.

We also allow for temporary recovery periods. After we've determined you're recovered and no longer disabled, if you become disabled again within allowable time frames due to the same or a related illness or injury, we'll treat the disability as continuous and you won't have to satisfy a new elimination period. Please check with your human resources department and review the long-term disability contract for specific time frames and eligibility details.

Can Symetra assist me if I need to apply for Social Security benefits?

If your disability is so severe that you may not be able to return to work, you might be eligible for Social Security disability benefits. Even though your long-term disability benefit will be adjusted if you receive Social Security payments, there could be financial advantages to applying for them, such as cost-of-living increases, higher Social Security retirement benefits, Medicare coverage, trial work period eligibility, or tax advantages.

A Symetra vendor is available to assist you—at no cost—through the Social Security application process for streamlined integration with your long-term disability benefit. Contact your case manager for details.

What happens to my employee benefits while I'm collecting long-term disability benefits?

Contact your human resources department to learn what happens to your other benefits while collecting long-term disability benefits.

To file or check the status of your claim:



www.symetra.com/MyGO

Visit MyGO for 24/7 access:

- Register as a new user after you've been contacted by your case manager.
- Log in to your account any time to search for and view your claim.



1-877-377-6773

Call Symetra between 8 a.m. and 8 p.m. ET, Monday through Friday.



Symetra Life Insurance Company
777 108th Avenue NE, Suite 1200
Bellevue, WA 98004-5135

www.symetra.com

Symetra® is a registered service mark of
Symetra Life Insurance Company.

Group long-term 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. Base certificate form number is GDC-4500 12/05. Coverage may be subject to exclusions, limitations, reductions and termination of benefit provisions. For costs and complete details of the coverage, contact your benefits representative.

EAP and HealthChampion® are provided by ComPsych® Corporation. ComPsych® is not affiliated with Symetra Life Insurance Company or any of its affiliates. ComPsych © 2024 ComPsych Corporation. All rights reserved. Product is not available in all U.S. states or any U.S. territory.