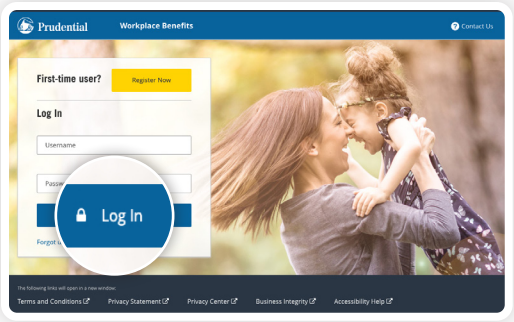
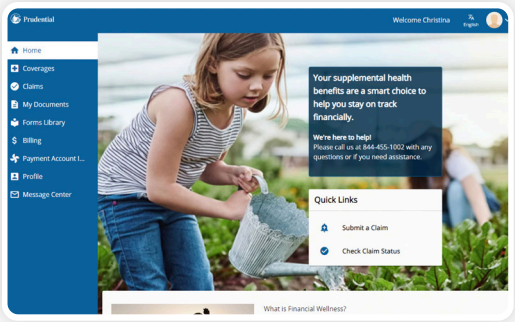
Kuakini Health System

Supplemental Health Benefits

How to submit a claim online in 3 Steps

To receive benefit payments for Accident, Critical Illness, and Hospital Indemnity Insurance, issued by **The Prudential Insurance Company of America (Prudential)**, you'll need to submit a claim to us. To help, we made the whole process as simple as possible for you.





Start here

Log in to **www.prudential.com/mybenefits**

Select "My claims" from the left side menu and click on the option to "File a claim/Report an absence."

First-time user? Complete the short registration form to create your username and password.

Then, begin your claim:

Simply complete these 3 steps:

1. Tell us what happened and when.
2. Who provided the treatment?
3. Give us permission to get information from your doctor so you don't have to.

What's next?

After you submit your claim, a Prudential claims specialist will review your information. A notification will be sent to you when a decision is reached on your claim.

Bookmark this site to easily go back to view the status of your claim, coverage, and payment: **www.prudential.com/mybenefits**.

Scan the code and submit a claim right from your mobile device

We're here to help!

Call Prudential at **844-455-1002**, M-F, 8 a.m. to 8 p.m. ET with any questions.

Prudential

1043814-00003-00

Submit your claim by mail, fax, or phone

Follow these steps to complete a paper claim form:

- Go to **www.prudential.com/mybenefits**.
- Download a claim form from the Forms Library.
- Complete all the necessary sections on the form.
- Send us your completed and signed form with any supporting documents (such as reports, invoices, and medical documents) by either:

Mail
The Prudential Insurance Company of America
c/o Accenture Insurance Services as Third-Party Administrator
PO Box 696038
San Antonio, TX 78269

Fax
800-475-4052

Phone
844-455-1002
Call us and we'll help start your claim.

Don't forget about your Wellness Benefit[1]

Under your policy, each covered person can receive a payment for getting one covered health screening or wellness exam per year.

Simply enter the details about the health screening or wellness visit on the claim form.

Examples of covered exams and tests include (but are not limited to) colonoscopy, mammogram, EKG, and chest X-rays. Refer to your Outline of Coverage for a complete list covered under your plan.

Maximize your Supplemental Health benefits with our claims monitoring service

Our claims monitoring service helps ensure you get every benefit payment available to you under your Supplemental Health plan. At no cost to you, this service will monitor your disability claim to see if there are any services you received that are eligible for an Accident, Critical Illness, and Hospital Indemnity Insurance payment. If we find an eligible claim, we'll send you a notification.

For Prudential disability claim monitoring, you do not need to take any action to receive this service. We'll review your disability claim during processing.

1 Please review your Outline of Coverage for the list of covered wellness exams and health screenings. The Screening/Wellness Benefit is not available in all states.

Group Accident, Group Critical Illness and Group Hospital Indemnity Insurance coverages are limited benefit policies and are not substitutes for medical coverage that provides benefits for medical treatment, including hospital, surgical and medical expenses, and they do not provide reimbursement for such expenses.

Group Insurance [coverages are][coverage is] issued by The Prudential Insurance Company of America, a Prudential Financial company, Newark NJ.

© 2023 Prudential Financial, Inc. and its related entities. Prudential, the Prudential logo, and the Rock symbol are service marks of Prudential Financial, Inc. and its related entities, registered in many jurisdictions worldwide.