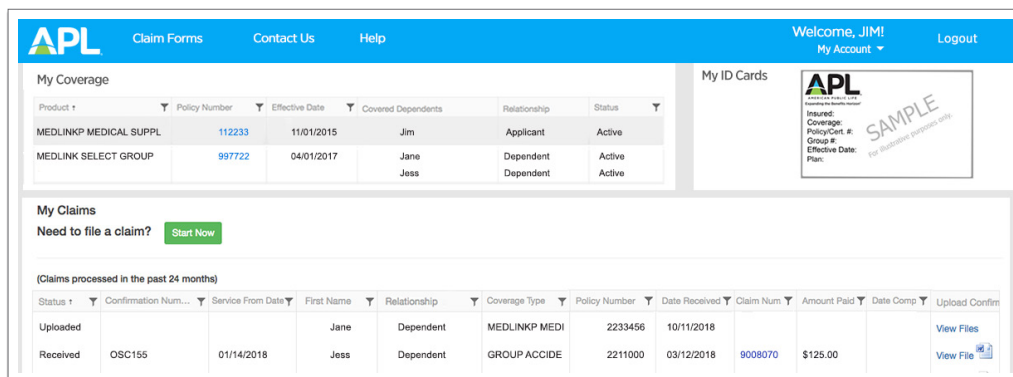


## 3 Easy Steps for Insureds Filing a Claim Online

From your dashboard, under My Claims, click “Start Now” to begin the three easy steps for uploading documents and submitting your claim online



## 1. Select Claimant & Coverage

**File a Claim**

1. Enter Claim Details | 2. Upload Documents | 3. Complete

**Claimant**  
Jane Insuredson - Dependent

**Coverage Type**  
Select Policy/Coverage (check all that may apply)

2211000 - GROUP ACCIDENT (Active)

2233456 - MEDLINKP MEDICAL (Active)

[Click here if claimant or coverage type not listed.](#)

From the Claimant dropdown, select the name of the insured you’re filing a claim for. Then select the Coverage Type you’re filing the claim on.

Click “Next” to continue.

**Note:** Lapsed policies will appear under Coverage Type for 90 days after the policy lapses. If the insured’s name and/or coverage type isn’t listed, simply click the link to launch the alternative upload option.

## 2. Upload Claim Documents

Once you verify the Claimant and Policy details are correct, click “Select files” to choose the document(s) to upload. To select multiple documents at one time, hold down Ctrl (Windows) or Command (Mac) and click on the file names.

Click “Open” once you’ve located your file(s). Confirm the files you selected are correct and click “Submit.”

**Note:** Click “x” next to the file name to remove the file. To add another file, click “Select Files.” To return to the previous screen, click “Back” or click “Cancel” to return to your dashboard. Supported file types include: pdf, tiff, png, jpg, jpeg, doc and docx. The total combined file size cannot exceed 20 MB (5 MB if using Internet Explorer).

**File a Claim**

1. Enter Claim Details | 2. Upload Documents | 3. Complete

Please verify the information below is correct. At least one file must be uploaded before submitting. All uploaded documents must be for one date of service per claimant. Additional dates of service and/or claimants should be uploaded as separate claims.  
Acceptable file types are: pdf, tiff, png, jpg, jpeg, doc and docx. Missing documentation may delay the processing of your claim.

**Claimant Info**  
Insured: Jane Insuredson  
Selected Coverage: 2233456 - MEDLINKP MEDICAL

**Upload files**  
Select files...

Name: My Claim Docs-Jane.pdf  
Size: 0.13 MB

Name: Invoice for Jane's Xray.docx  
Size: 0.08 MB

## 3. Track Claims Status

**File a Claim**

1. Enter Claim Details | 2. Upload Documents | 3. Complete

**Claim Uploaded Successfully!**

Insured: Jane Insuredson  
Date of Birth: 01-01-1981  
Confirmation Number: 10257

[Please print this page for your records](#)

A confirmation page will appear when the claim documents are uploaded and submitted successfully. Click “Close” to return to your dashboard.

Your claims history is displayed under **My Claims** for 24 months. From here, you can track the status of your claim(s) and view the uploaded documents. Uploaded claim documents are accessible for 60 days from the Date Received.

(Claims processed in the past 24 months)											
Status	Confirmation Num...	Service From Date	First Name	Relationship	Coverage Type	Policy Number	Date Received	Claim Num	Amount Paid	Date Comp	Upload Confirm
Uploaded			Jane	Dependent	MEDLINKP MEDI	2233456	10/11/2018				View Files
Received	OSC155	01/14/2018	Jess	Dependent	GROUP ACCIDE	2211000	03/12/2018	9008070	\$125.00		View File
Processed	OSC559	10/02/2017	Jim	Applicant	MEDLINKP MEDI	2233456	11/06/2017	8881111	\$50.00	11/20/2018	View File