

Manhattan Disability Claim Information

Enclosed is the information you will need to request your claim form and file your claim.

- Your policy is with Manhattan
- The phone number to the home office is 800-879-6542 and website is www.manhattanlife.com
- You may create an account online or with the Easy Upload Mobile app, to submit through the portal
- To Download Forms

From PC

- Click on File a Claim (top right corner)
- Click on Individual and Worksite, under Form Categories (right side)
- If this is your first time filing the claim, choose Disability Claim Form
- If you have already filed/are continuing your previously filed claim, choose Disability Continuation of Claim

From Mobile

- Click on File a Claim (top toolbar)
- Scroll down until you get to Form Categories
- Click on Individual and Worksite
- If this is your first time filing the claim, choose Disability Claim Form
- If you have already filed/are continuing your previously filed claim, choose Disability Continuation of Claim

You may print your claim form and check the status of your claim using the website or app.

In order to make your claim process go as smoothly as possible:

- Please complete, sign and date all forms, have your employer complete the employer statement. Have your doctor complete the attending physician's statement. Please make sure that the dates that your doctor and employers put on your forms match your portion of the form.
- If you were admitted into the hospital for 24 hours or longer a UB-04 from the hospital billing department will be required. (Usually available after 10-14 business days after being discharged) (***Only if seen at a VA hospital* you will submit your admission and discharge paperwork as you do not receive a bill or UB04**)
- Once the forms have been completed, please upload via Easy Upload app or send the original forms back to the claims department at:

**Manhattan
P.O. Box 924408
Houston TX, 77292-4408
or fax to 713-583-0677**

If you are filing an accident claim you must also:

- Please include a written statement of what, when, where and how the accident happened.
- Please include a police report if you were in a motor vehicle accident.
- The processing time is approximately 12-14 business days for **accurately completed** claims. If you have to send in additional information, it will increase the processing time of your claim.

Please make copies of everything before mailing and keep for your records. If you need additional assistance or need to follow up, please call customer service department at 800-879-6542. Due to privacy and HIPAA laws, they do not give us any information about your claim. I would recommend following up with Manhattan to ensure they received all of your information whenever you fax or mail to them. Please also keep in mind if your allotment stops while you are out on disability you will need to send in the missed premiums to keep your policies paid to date.