



Help supplement your healthcare coverage with Hospital Indemnity Insurance.
Receive benefit payments directly to help prevent financial stress.

Hospital Indemnity Insurance Claim Process

Submitting a Hospital Indemnity Insurance claim doesn't have to be challenging. Below you'll find the information you need to make the process go smoothly, so that you can receive benefit payments quickly and focus on your recovery.

Complete a Hospital Indemnity Insurance claim form

1. Visit mybenefits.metlife.com to access and submit your claim form electronically. You may also call MetLife at 866.636.3705 (Mon-Fri, 8AM-8PM EST) to request claim forms to be sent via mail.
2. Please provide supporting documentation from the hospital¹ related to the services received for which a claim is being made. The supporting documents MUST include 1) patient's name, 2) admission and discharge dates, 3) verified diagnosis, and 4) room assignment (Intensive Care Unit and/or Non-ICU).
3. Documentation that will be helpful to MetLife in making a claim decision include itemized invoices for services received as a result of the hospitalization as well as admission documents. If treated in an emergency room, please provide a copy of the discharge papers. If you have an Explanation of Benefits (EOB), please also include this documentation. For additional information on what is needed to process a claim, please review the list of documents on the Claim Form and the details within your Certificate.

you submit

Hospital Indemnity Insurance

**Important information—
Before submitting your claim, be sure to read your MetLife certificate carefully to review all the covered services.**

The certificate issued by MetLife contains detailed information on the covered services and benefits for which you are eligible to submit a claim. Therefore, it is important that you read your certificate carefully before submitting a claim.

Your MetLife certificate can be found on mybenefits.metlife.com