



# Claims Filing Information for Short-Term Disability

## What do I need to submit Telephonic Claim?

1. Dial : 1-866-783-2255
  - a. Enter (2) for Insured
  - b. Enter SSN
  - c. Confirm SSN correct – Enter (1)
  - d. Voice recording - to start a disability or life claim enter 1, to inquire about an existing claim enter 2
  - e. Enter ( 1)
  - f. Please hold while your call is being transferred
    1. You will need the following information
      - a. Group name / Policy number
      - b. Personal information (SSN, DOB, Address, etc)
      - c. Doctor name, phone & fax number
      - d. Direct Deposit information, if applicable

Group name: \_\_\_\_\_

Transport Workers Union Local 556

Group Policy # \_\_\_\_\_

SWAIRLINE2

## What do I need to submit claim manually?

1. Complete claim form on Union web site [www.twu556.org](http://www.twu556.org) or call 1-877-885-9191
2. Fax to : 1-877-843-3950

## What do I need to check the status of a claim?

1. Dial : 1-866-783-2255
  - a. Enter (2) for Insured
  - b. Enter SSN
  - c. Confirm SSN correct – Enter (1)
  - d. After voice recording comes on enter 2 for status
  - e. Please hold while your call is being transferred