



The Claims and Leave Process

Here are the steps involved in the claims or leave process, and tips for saving time along the way with your online account.

1

Gather Your Documents

Start the claims process off right by gathering all needed documents.



Tip: View the checklist at the start of the submission wizard in your online account. Use your phone to photograph and upload—or save and come back any time.

2

File Your Claim/Leave

We suggest filing online and opting for text/email alerts to avoid snail mail delays.



Tip: File online, and before you submit, the system will check for missing information that could cause delays.

3

Unum Reviews Submission

Claims are reviewed in the order received. We may request more information.



Tip: Sign up for text or email alerts so you know right away if more information is needed – no waiting for a mailed letter.

4

Upload More Information

If further information is needed, you'll receive a request in text, email alert, or letter format. You can quickly respond on our website or mobile app.



Tip: You can log into the website or mobile app anytime to view to-dos or document requests.

5

Receive Decision

Once review is complete, we'll notify you and your employee of the claim or leave decision.



Tip: Access correspondence anytime by visiting the Documents area of your online account.

6

Get Your Benefit

If approved, you will receive your benefit through UVA payroll



Tip: Download the MyUnum for Members app to stay up-to-date on your claim.



You can access your online account any time for important updates, requests for information, payment status, etc. at login.unum.com.