

You Need To Know

Kansas City Life Insurance Company

New Self-Serve Option for Short Term and Long Term Disability

Kansas City Life Insurance Company Group Benefits is pleased to announce an enhancement for our Short Term Disability and Long Term Disability clients.

While we know our clients value the personal touch Kansas City Life provides, we also understand that the option to self-serve is helpful to many. Thus, we are now providing the option to have disability claim forms completed and submitted via our website. In addition, we are providing online access for claimants and employers to check disability claim status.

Visit www.kclgroupbenefits.com and click on *Claim Information* found under both the Employer and Employee sections.

- The Online Claim Submission drop-down allows you to select what type of claim you wish to submit as well as the appropriate section of the disability claim form you wish to complete. The disability claim form is made up of four sections: Employee's Statement, Employee's Authorization, Employer's Statement, and Attending Physician Statement. Please note, the claim will not be processed until all four sections of the claim form are received.
- The Disability Claims Status drop-down will inquire about which party is checking status.
 - Claimants will be requested to enter their email address indicated on the filed Employee's Statement. The email will be validated, and the status of the claim will be viewable.
 - Employers will be directed to log into the Group Dashboard to check claim status. Upon logging in, Disability Claim Status will be viewable under the Administrative Options. To check status, the employer will select the claimant from the employee list.

We appreciate the trust you have placed in Kansas City Life Group Benefits to service your group insurance needs. We hope you will find these enhancements to be helpful and intuitive. If you have any questions, you may contact your Client Service Representative, whose name and contact information appear on your billing statement.



KANSAS CITY LIFE

GROUP BENEFITS

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