

THE PRUDENTIAL INSURANCE COMPANY OF AMERICA

# My Benefits Website Disability/Absence Management

---

## User Manual

08/01/2014

**Information Management & Business Intelligence**

This easy-to-read user manual provides an overview of the My Benefits website and shows you how to take full advantage of the convenient functions and features available to you for managing your Prudential Benefits.

## **Table of Contents**

Introduction .....	3
Getting Started.....	3
Registering as a First Time User .....	3
Creating Your User ID and Password .....	4
Trouble Logging In? .....	6
My Benefits Home Page.....	7
Edit Profile.....	7
Getting Help .....	8
Contact Us .....	8
Help .....	9
Site Tour .....	9
View My Benefits .....	10
Examine Personal Coverage Portfolio.....	10
Report Time Out Of Work .....	11
Submit/Update a Claim.....	11
View My Claims.....	17
Review Absence Claim Status and History.....	17
Add Absence Time .....	20

## **Introduction**

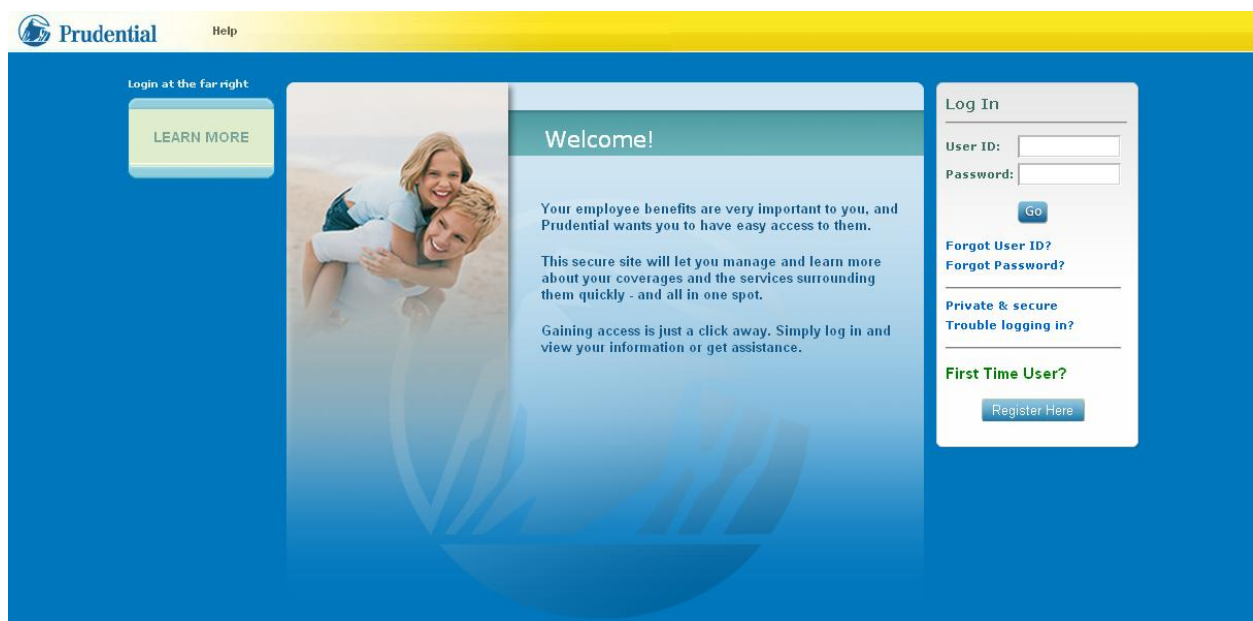
Prudential's Group Insurance *My Benefits* website provides you with convenient access to information and services related to your Group Life and/or Disability/Absence employer provided and voluntary benefits. Depending on the Benefit Plans and arrangements your employer has with Prudential, through this website you may be able to:

- Examine your personal benefits coverage portfolio
- View and change your beneficiary(ies)
- Report a disability or update an existing claim
- Report an absence
- View your claims status and history
- Access and download documents
- Learn more about your benefits, get help, and assess your coverage needs

## **Getting Started**

### **Registering as a First Time User**

When visiting the site for the first time, you will be required to create a unique User ID and Password to access the site. In order to create your User ID and Password, click [Register Here](#) on the Login Page, located at [www.prudential.com/mybenefits](http://www.prudential.com/mybenefits).



## Creating Your User ID and Password

Creating your unique User ID and Password is an easy 3-step process.


### **Step 1 – Identify Your Employer:**

After clicking [Register Here](#) on the Login Page, you will be prompted to identify your employer by entering your organization's *Control Number/Access Code\**. Click [Next](#).

Clicking [Next](#) will prompt additional questions to appear. You will be required to identify yourself by entering your *Social Security Number\*\** and *Date of Birth*.

Click [Next](#) to move to Step Two.

The image shows two overlapping screenshots of a web registration form. The top screenshot shows the initial step: 'Register in three easy steps: ① Identify your employer'. It asks for the 'company Control Number / Access Code' and has 'Cancel' and 'Next' buttons. The bottom screenshot shows the same form after clicking 'Next'. It now includes fields for 'Your Social Security Number' (three separate boxes) and 'Your date of birth' (mm, dd, yyyy boxes with a calendar icon). It also has 'Cancel' and 'Next' buttons.

\* Your Control Number/Access Code can be found in correspondence sent to you from Prudential. Clicking the  icon can also provide information on where you may find your Control Number/Access Code.

\*\* Depending on how your employer requested the case to be established, you may be required to enter your *Employee ID* instead of your Social Security Number.

## Step 2 – Provide Login Information

Here, you will create your unique *User ID* and *Password*\*. You will be asked to re-enter your password to confirm.

Then enter your *E-mail Address*, choose a *Security Question* and provide the answer. Click

Next

to proceed.


The image shows a registration form titled "Register in three easy steps: ② Provide login information". The form has a light blue background with a darker blue header. It contains the following fields and labels:

- Choose a user ID:** A text input field with a blue information icon to its right.
- Choose a password:** A text input field with a blue information icon to its right.
- Re-enter password to ensure accuracy:** A text input field.
- Enter your preferred e-mail address:** A text input field.
- Finally, choose a security question and provide an easy-to-remember answer:** A dropdown menu with "Please Select" as the selected option, followed by a text input field for the answer, and a blue information icon to the right.

At the bottom of the form, there are two buttons: "Cancel" and "Next".

The system will then reserve this User ID and Password for you. You will use this User ID and Password to access the site from this point on.

**Note:** If you ever forget your User ID or Password, the login page contains convenient *Forgot User ID?* and *Forgot Password?* functions, that will allow you to easily retrieve them.

\*User IDs and Passwords are case-sensitive and must be alphanumeric (containing both numbers and letters). Clicking the  icons will provide additional details on User ID and Password requirements.

### Step 3 – Read and Submit

You will be prompted to read and agree to the Prudential Group Insurance E-Consent statement.

Review the statement, check the box acknowledging that you read and understood it, and click

[Next](#)

Register in three easy steps: ③ Read and submit

Please review and accept the notice below:

Prudential offers products and services available through portions of this website and other Prudential websites. These terms and conditions apply only to your use of this website and Content, and they do not apply to your use of any products or services otherwise offered by Prudential. We may have established or will establish additional or different terms and conditions for certain products and services. In many instances, our products or services involve sophisticated financial instruments or investments that are regulated by governmental authorities. You agree to review all applicable terms and conditions relating to Prudential's products and services. In the event of any conflict between the terms and conditions on this website and such additional terms and conditions, the terms and conditions on this website shall prevail. Further, if you have a policy or other agreements, such as a group-term life insurance policy, that are subject to terms and conditions that conflict with the terms and conditions on this website, your policy and account agreements govern and control.

I declare that to the best of my knowledge, the statements made in this application are complete and true. I agree that the coverage applied for is subject to terms of the plan and shall become effective on the date or the date established by the plan, provided the evidence of good health is satisfactory.

☒ I acknowledge that I have read and understood the above fraud warnings.

[Cancel](#) [Next](#)

CONGRATULATIONS!

You have now registered and created your User ID and Password. Click [Login](#) to access the site.

Once you return to the Login Page, enter your User ID and Password in the correct fields and click [Go](#).

### Trouble Logging In?

If you have trouble registering or logging in, you can contact us at 877-232-3619, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Eastern time.

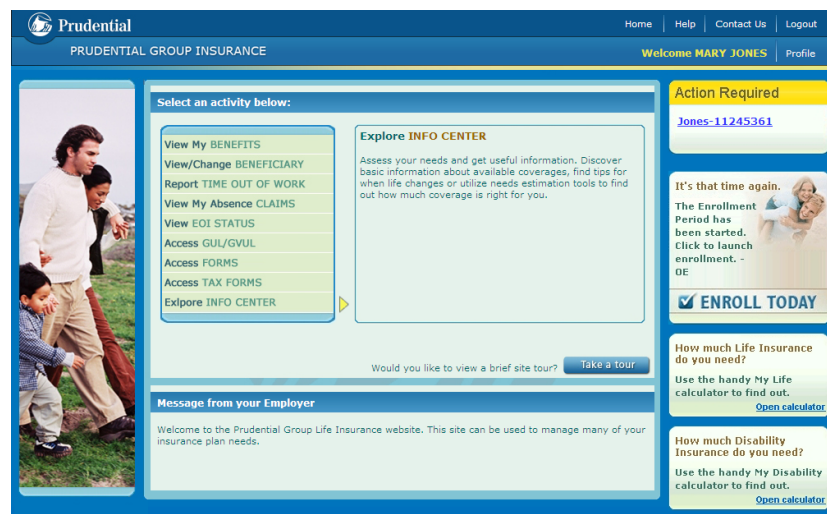
## My Benefits Home Page

Once logged in, you will be presented with the **My Benefits** Home Page. The home page will be tailored to the services that your employer arranged with Prudential. From here, you can quickly access any of the features available to you. (You may not see all of the options shown below.)

The activity menu will provide access to all of your available services and will even display a description of the highlighted selection.

You might see a column of reminders and links to the right of the screen. This section will be customized for your specific needs as they change over time. You can also enroll in Prudential's Go Green initiative which reduces paper consumption by sending you quick and secure communications through email.

You may also want to keep an eye out for any important messages from your employer at the bottom of this screen.



## Edit Profile

By clicking the **Profile** tab at the top of the Home Page, you can review and update your personal information and even change your password.

**Personal Information**

Name: Sheila S Smith  
Home Address: 5033 N W Road  
Roanoke  
Virginia  
24017  
United States

Cell Phone Number:

Preferred Email:

Confirm Preferred Email:

Gender: Female

Marital Status:

[Change Password](#)

Changes made to your personal information, through this web site, are only used for purposes of this web site.

## Getting Help

### Contact Us

In certain instances, you may have questions or need assistance with functions in the web application. By clicking the **Contact Us** tab, our contact information will be displayed. Select the tabs on the left to view each Contact Us option.

#### By Phone

The screenshot shows the 'Contact Us' page with the 'By Phone' tab selected. The page has a yellow header with 'Contact Us' and a blue sidebar with four options: 'By Phone' (selected), 'By E-mail', 'Live Chat', and 'Schedule a Call'. The main content area is titled 'Contact by Phone' and contains the text 'We have customer and technical service representatives available to assist you. Choose an option below.' and 'Need to speak with someone? Call us directly at:'. Below this is a table with three columns: 'Area', 'Phone Number', and 'Hours of Operation'.

Area	Phone Number	Hours of Operation
Benefits	123-456-7890	Mon-Fri 8:00 am-8:00 pm ET
Technical Support	123-456-7890	Mon-Fri 8:00 am-8:00 pm ET

#### By E-Mail

The screenshot shows the 'Contact Us' page with the 'By E-Mail' tab selected. The page has a yellow header with 'Contact Us' and a blue sidebar with four options: 'By Phone', 'By E-mail' (selected), 'Live Chat', and 'Schedule a Call'. The main content area is titled 'Contact by E-mail' and contains the text 'We have customer and technical service representatives available to assist you. Choose an option below.' and 'Your E-mail:'. Below this is a text input field with the value 'mary.jones@email.com'. To the right of the input field is a dropdown menu with the text 'To help us direct your inquiry, please select a topic from the following list.' and 'Please Select'. Below the dropdown is a large text area for the message. At the bottom right is a 'Submit' button.

#### Live Chat

The screenshot shows the 'Contact Us' page with the 'Live Chat' tab selected. The page has a yellow header with 'Contact Us' and a blue sidebar with four options: 'By Phone', 'By E-mail', 'Live Chat' (selected), and 'Schedule a Call'. The main content area is titled 'Live Chat' and contains the text 'We have customer and technical service representatives available to assist you. Choose an option below.' and 'Chat live with a representative Monday to Friday from 8:00 am to 8:00 pm Eastern Time, excluding holidays.' At the bottom center is a 'Live Chat' button.

#### Schedule a Call

The screenshot shows the 'Contact Us' page with the 'Schedule a Call' tab selected. The page has a yellow header with 'Contact Us' and a blue sidebar with four options: 'By Phone', 'By E-mail', 'Live Chat', and 'Schedule a Call' (selected). The main content area is titled 'Schedule a Call' and contains the text 'We have customer and technical service representatives available to assist you. Choose an option below.' and 'Have a busy schedule? Let us call you at a time that's convenient for you.' Below this are several form fields: 'First Name' (Mary), 'Last Name' (Jones), 'Phone Number' (three empty boxes), 'Ext.' (empty box), 'Call Date' (Please Select), 'Time Zone' (Eastern (ET)), 'Call Time' (Please Select), 'Topic' (Please Select), and a 'Message' text area. At the bottom right is a 'Submit' button.

As you can see, we offer multiple ways for you to converse with us. You can call one of our Toll Free Numbers, send us an E-mail, Live Chat\* or Schedule a Call\*\*.

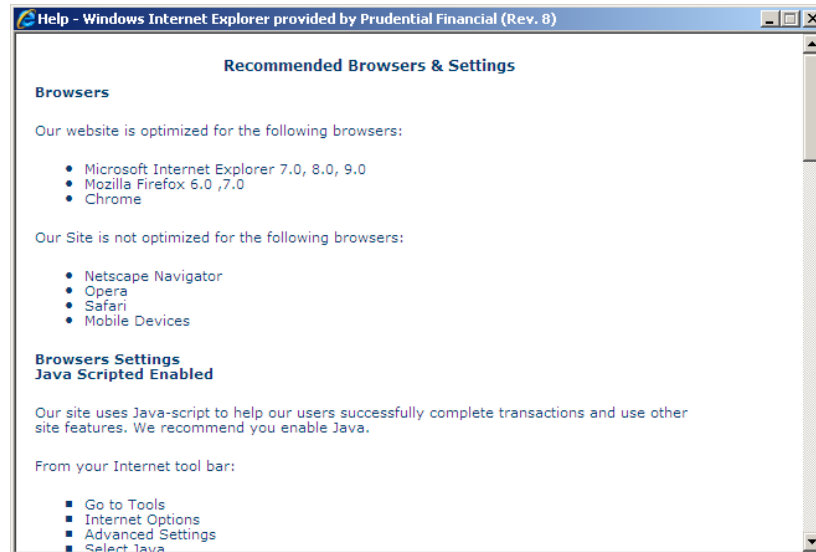
\* Live Chat allows you to converse with a Customer Service Professional (CSP) through a convenient Instant Messaging session.

\*\* Schedule a Call allows you to choose a time for one of our CSPs to contact you directly.



## Help

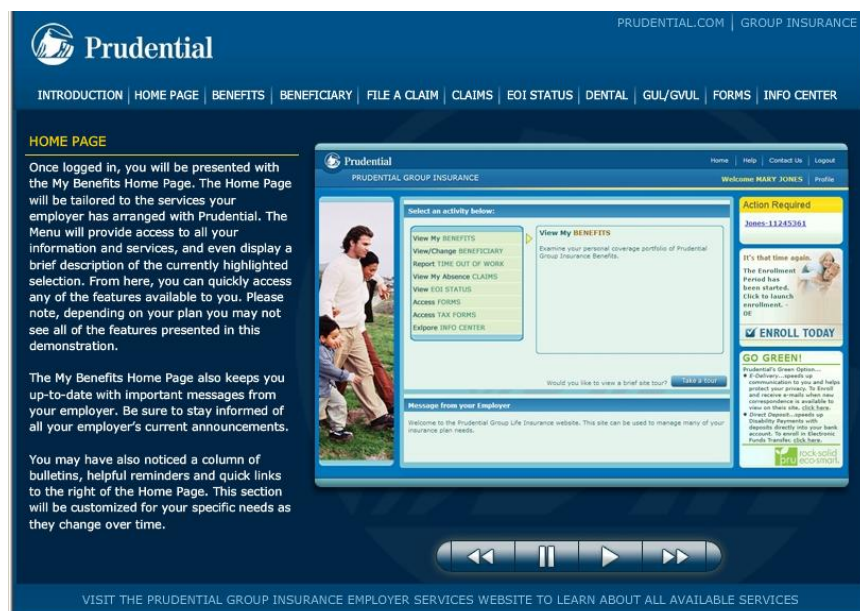
By clicking the **Help** link in the menu bar, you will find recommendations on the best browser settings to use in the site, details about our site's security, and other useful information.



## Site Tour


You can also access our **Site Tour** (Adobe Flash required) that will quickly orient you to the site by clicking [Take a Tour](#).

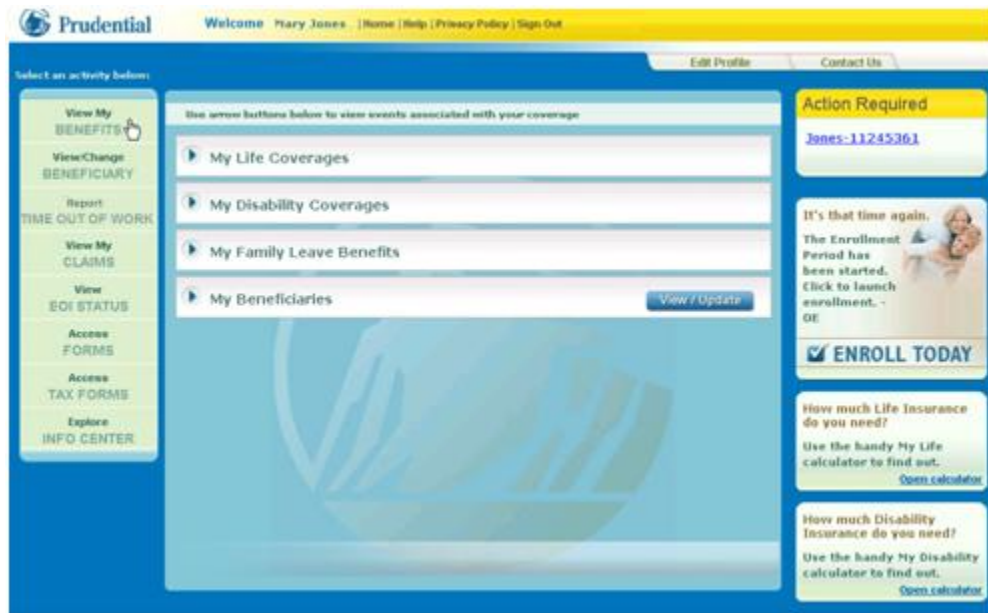
You can either watch the entire demo or select the topics that you are interested in from the menu at the top.




## View My Benefits

### Examine Personal Coverage Portfolio

If Prudential is providing Coverage Record Keeping Services, you can view your current coverages and benefits by selecting the *View My Benefits* option from the site menu. Click the  buttons to expand and collapse each section. Your current benefits will be displayed along with any special messages that may apply.



If Prudential is providing Absence Management services, you may also view your Family Leave benefits within this section. Expand the *My Family Leave Benefits* section to view your available leave types, your allowed leave time for each type, the amount of used time and other useful information.

My Family Leave Benefits								
Leave Period Time in <b>Weeks</b> / Hours 								
Type	Calendar Basis	Start Date	End Date	Available	Used	Pre-Approved	Pending	
Federal FMLA	26 Weeks	Nov 10, 2009	Nov 11, 2008	12 Weeks	1	1	0	
Teamster's Leave	52 Weeks	Nov 10, 2009	Nov 11, 2008	12 Weeks	0	0	0	
Local 101 Non-Medical Leave	52 Weeks	Nov 10, 2009	Nov 11, 2008	12 Weeks	0	0	0	

## Report Time Out Of Work

### Submit/Update a Claim

To submit a Disability or Absence Claim online, first select *Report Time Out Of Work* from the navigation bar.

The screenshot shows the Prudential Group Insurance website interface. The top navigation bar includes links for Home, Help, Contact Us, and Logout. Below this, a blue banner displays 'PRUDENTIAL GROUP INSURANCE' and a personalized welcome message: 'Welcome MARY JONES' with a 'Profile' link. On the left, a vertical menu lists various services: View My BENEFITS, View/Change BENEFICIARY, Report TIME OUT OF WORK (highlighted with a mouse cursor), View My Absence CLAIMS, View EOI STATUS, Access GUL/GVUL, Access FORMS, Access TAX FORMS, and Explore INFO CENTER. The main content area is titled 'Before you get started, here are things that will help us evaluate your claim:' and lists five required items: 1. Doctor(s) Name, 2. Doctor(s) Phone and Fax Number, 3. Claim-related medical information, if applicable, 4. Dates related to your absence, and 5. Bank Information for Direct Deposit Payment. Each item has an information icon (i) to its right. At the bottom of this list is a green button labeled 'I'm ready to start'. On the right side, there are three promotional boxes: 'Action Required' with a link to 'Jones-11245361', 'It's that time again.' regarding the enrollment period with an 'ENROLL TODAY' button, and two boxes for life and disability insurance calculators, each with an 'Open calculator' link.

You will then be provided with a list of items and information you may need to complete the claim submission process. You can gather all necessary information and then click

**I'm ready to start**

Utilize **Save & exit** at any time throughout the claim submission process if you would like to save the information and complete the claim over several sessions. This can be especially useful if you have to leave for any reason or if you need to gather additional information.

## Step 1 – Demographic Info

The first step in the claim submission process is to provide or verify your Personal and Work Information which may, in some cases, have already been provided by your Employer.

You can even create a name for this claim, which will be used on the website, to make it easier for you to access the claim in the future. Also, if you ever call us about your claim please have the claim number, which will be assigned upon completion of your submission, available. (See page 18 of this user manual for details.)

Simply provide, verify or edit the information and click




Then, you can indicate how you would like to be contacted regarding this claim. You can choose to provide your mailing or email address to receive correspondence. By enrolling in Prudential's Go Green initiative, you will be choosing to receive communications from us quickly and securely through email and be environmentally conscious in the process. Please note that there is still some correspondence that Prudential is required to send via postal mail.

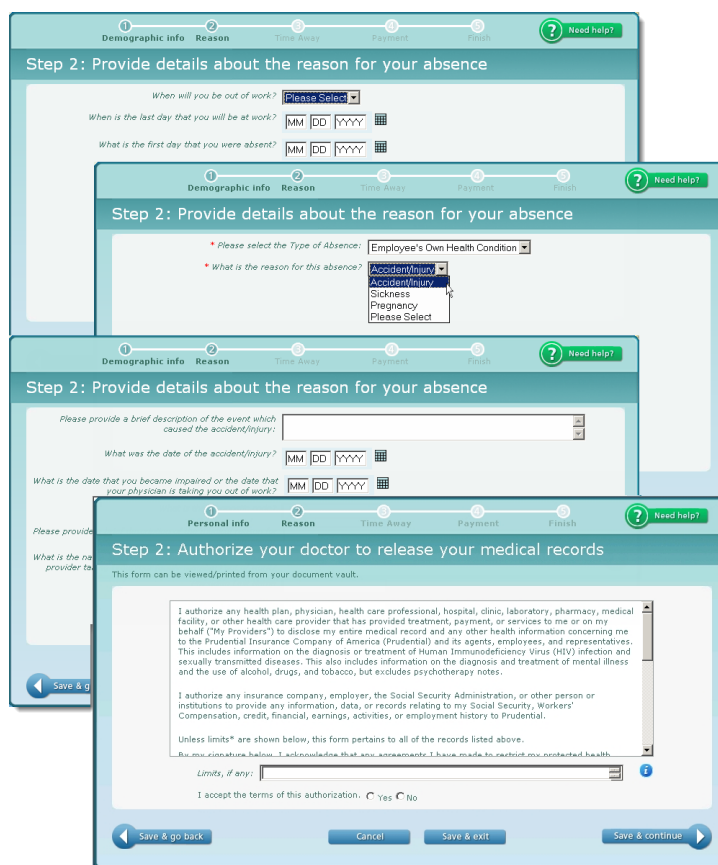
Simply provide or verify the information and click



## Step 2 – Reason

Next, you will be prompted to provide the reason for your absence. You will be presented with a series of questions regarding the reason for your absence; the answers you choose on the first screen will dictate what other questions appear. Also, as you provide answers on certain screens, additional questions may appear. We know your time is valuable and have streamlined the process to request only information relevant to the type of claim you are submitting.

Once you have answered the questions on each screen, click . (Depending on your answers, you may see more screens for this step than shown below.)



If medical records will be required, the final screen in this step conveniently allows you to provide electronic authorization for your physician to release those records. Review the **Authorization Statement** and check **Yes**. If you wish to provide specific instructions for your physician to limit records to specific conditions, enter the information in the space provided.

When you submit your claim, the system will automatically send a faxed copy of your authorization, including your electronic signature, to the fax number you provided.

If you do not wish to provide electronic consent, simply check **No** and move forward. In this case, you will be required to provide your physician with written authorization to release your records to Prudential.



### Step 3 – Time Away

If you are submitting an Absence claim, you will be prompted to enter information about your time away from work. There are a few possible screens within this step but, depending on the reason for your absence and the type of claim you are submitting, not all screens may appear.


You will first need to enter your **Leave Dates**. For certain types of absence claims, you may then be asked to enter or confirm your **Work Schedule**. Last, you will enter any dates that you will be utilizing **Paid Time Off (PTO)**. If known, enter any dates that you would like to be paid for your current/past or future leave time. (This information does not replace any internal processes for reporting the use of PTO and/or internal payroll practices.)

The image displays three overlapping screenshots of a web application interface for submitting an absence claim. The main screen is titled "Step 3: Provide details about your time away from work" and features a calendar for January 2010. The interface includes a progress bar at the top with steps: Demographic info, Reason, Time Away, Payment, and Finish. A "Need help?" link is also present.

The first screenshot shows the "Step 1 - Leave Dates" sub-step. It includes instructions: "Please provide the dates and times that you will be away from work." and a calendar view. A yellow pop-up window titled "Step 1 Out of the Office" is overlaid, showing start and end times (08:00 AM to 08:30 AM), a repeat frequency (all day), and a date range (01/15/2010).

The second screenshot shows the "Step 2 - Work Schedule" sub-step. It includes instructions: "The work schedule provided by your employer is shown on the calendar. Click on a bar for details." and a calendar view. A yellow pop-up window titled "Work Schedule - Effective 01/04/2010, Week 1, Monday" is overlaid, showing start and end times (08:00 AM to 05:00 PM), meal times (12:00 PM to 01:00 PM), and a date range (all weeks during this claim).

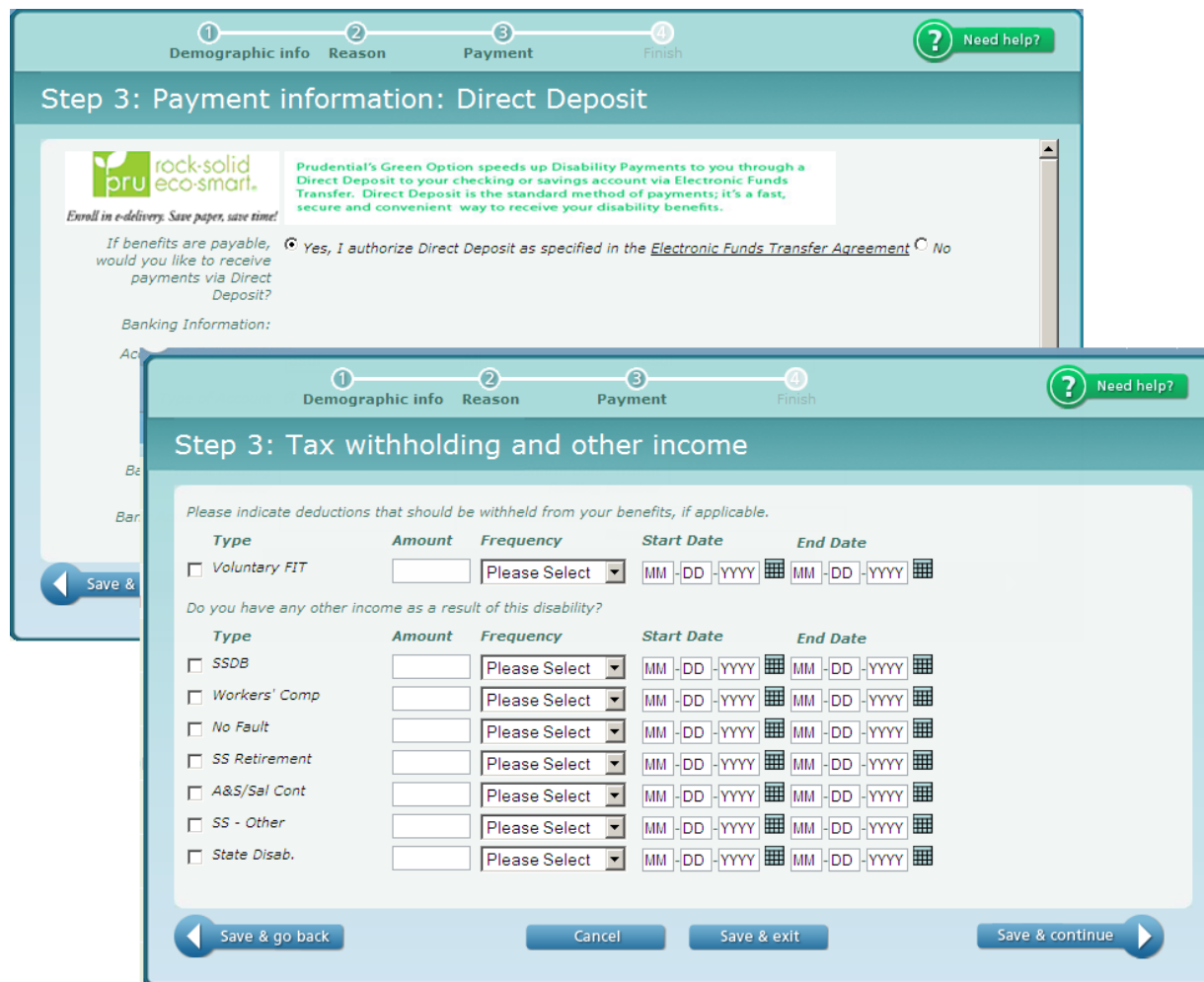
The third screenshot shows the "Step 3 - PTO Dates" sub-step. It includes instructions: "Please provide the dates that you will be using PTO time." and a calendar view. A yellow pop-up window titled "Step 3 Paid Time Off" is overlaid, showing start and end times (08:00 AM to 08:30 AM), a reason (PTO), and a date range (1/22/2010).

Once all required dates have been provided, the  button will activate and you can move to the next step.

## Step 4 – Payment

If you are filing a claim for disability benefits, you will be asked to indicate how you would like to receive your disability benefit payments. You can choose to set up direct deposit into an account of your choosing or you can receive payments, at the address you provided earlier, via postal mail. Simply select either *Direct Deposit* or *Mail*.

If you choose to receive payments via direct deposit, enter the required banking information on the same screen and click .



The screenshot displays two overlapping windows from the Prudential online system. The background window is titled "Step 3: Payment information: Direct Deposit" and features a progress bar at the top with steps 1 (Demographic info), 2 (Reason), 3 (Payment), and 4 (Finish). It includes a "Need help?" link and a "Save & continue" button. The content area asks if the user wants to receive payments via Direct Deposit, with a "Yes" option selected. Below this, it prompts for banking information. The foreground window is titled "Step 3: Tax withholding and other income" and also has a progress bar and "Need help?" link. It asks the user to indicate deductions that should be withheld from their benefits, if applicable. It contains two tables for entering withholding information, each with columns for Type, Amount, Frequency, Start Date, and End Date. The first table includes "Voluntary FIT" as an option. The second table lists various other income sources like SSDB, Workers' Comp, No Fault, SS Retirement, A&S/Sal Cont, SS - Other, and State Disab. Both windows have "Save & go back", "Cancel", "Save & exit", and "Save & continue" buttons at the bottom.

Type	Amount	Frequency	Start Date	End Date
<input type="checkbox"/> Voluntary FIT		Please Select	MM-DD-YYYY	MM-DD-YYYY




Do you have any other income as a result of this disability?

Type	Amount	Frequency	Start Date	End Date
<input type="checkbox"/> SSDB		Please Select	MM-DD-YYYY	MM-DD-YYYY
<input type="checkbox"/> Workers' Comp		Please Select	MM-DD-YYYY	MM-DD-YYYY
<input type="checkbox"/> No Fault		Please Select	MM-DD-YYYY	MM-DD-YYYY
<input type="checkbox"/> SS Retirement		Please Select	MM-DD-YYYY	MM-DD-YYYY
<input type="checkbox"/> A&S/Sal Cont		Please Select	MM-DD-YYYY	MM-DD-YYYY
<input type="checkbox"/> SS - Other		Please Select	MM-DD-YYYY	MM-DD-YYYY
<input type="checkbox"/> State Disab.		Please Select	MM-DD-YYYY	MM-DD-YYYY

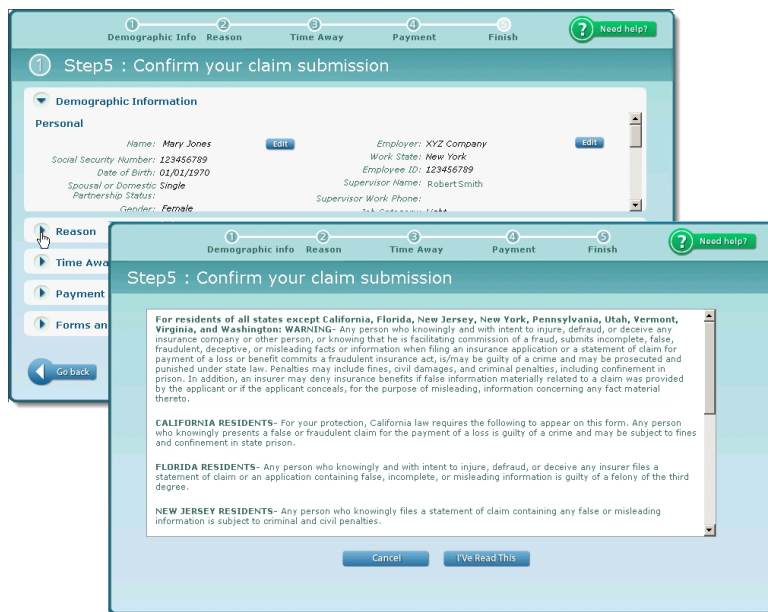
Then, you can provide any Voluntary Tax Withholding or other deductions that should be taken from your benefit payment. These deductions could be related to other sources of income associated with the disability being reported.


Click  to proceed to the final step.

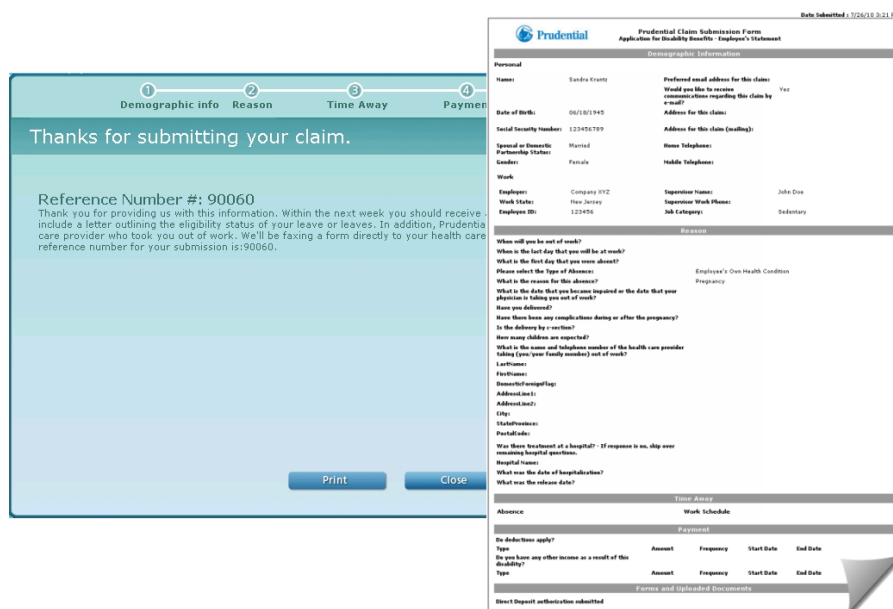
## Step 5 – Finish

The fifth and final step gives you the opportunity to review and confirm your claim information. Use the  buttons to expand and collapse each section. Click  within each section if you need to make any changes. Click  after verifying the information.

On the next screen, click  to acknowledge that you have read the disclaimer.



A **Prudential Claim Number** will then be assigned. Since online claim submissions are real-time, this screen confirms that your claim was created in our Disability/Absence Claim System and is available to view in the status section. Click  for a paper copy.

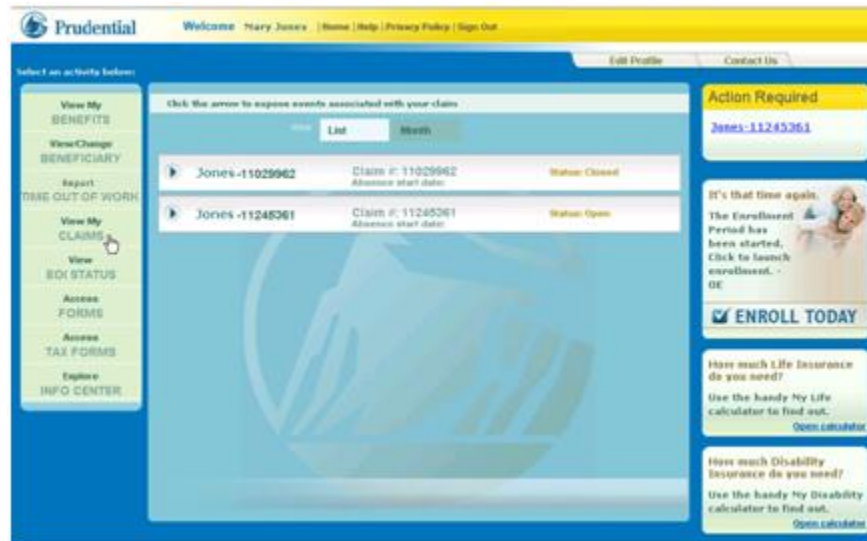




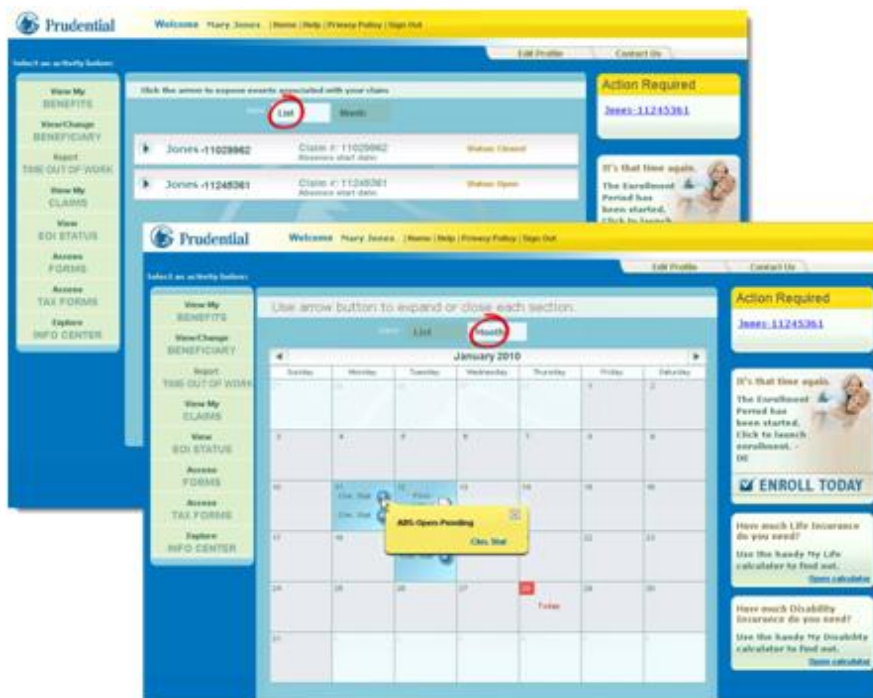
## View My Claims


### Review Absence Claim Status and History

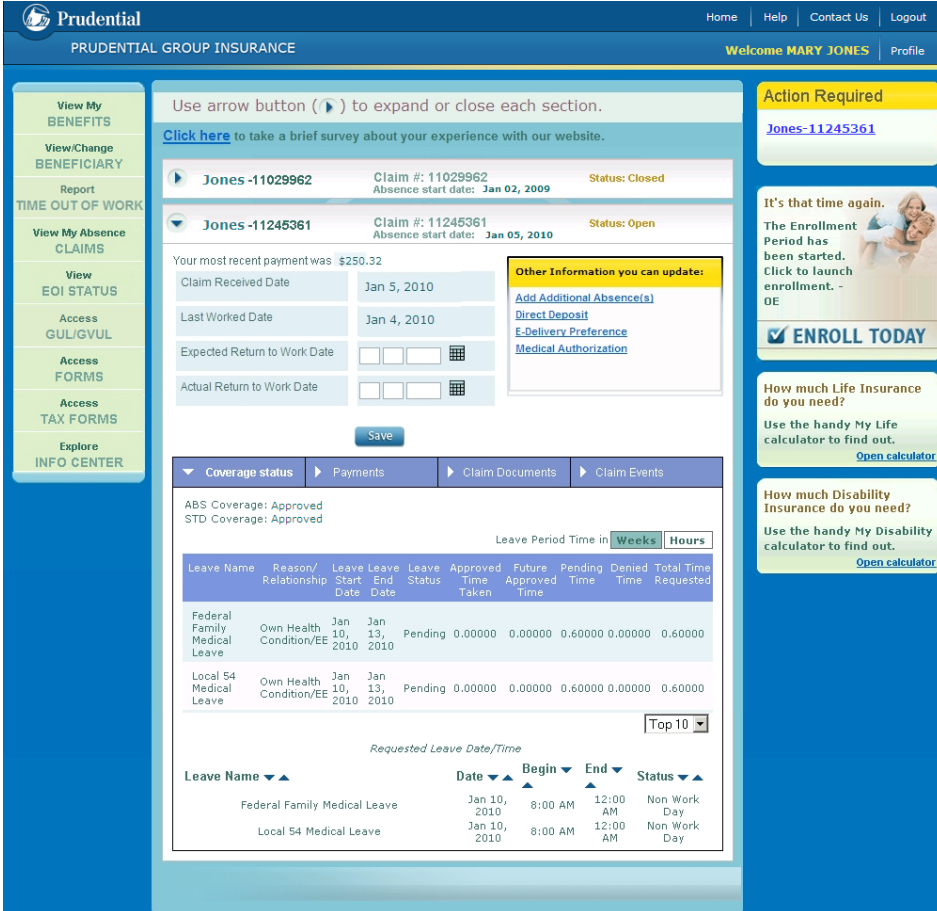
To view the status and history of a Disability or Absence Claim online, select *View My Claims* from the navigation bar.



The next screen will default to a *List* view of your claims showing the claim number and status for each. You also have the convenient option of viewing your claims in a calendar view by clicking *Month*. In this view, you can simply hover over the claim to view the status.



As shown below in the *List* view, you can click the  buttons to expand the details associated with each claim.



Prudential PRUDENTIAL GROUP INSURANCE

Welcome MARY JONES

Use arrow button (▶) to expand or close each section.

Click [here](#) to take a brief survey about your experience with our website.

▶ Jones -11029962 Claim #: 11029962 Absence start date: Jan 02, 2009 Status: Closed

▼ Jones -11245361 Claim #: 11245361 Absence start date: Jan 05, 2010 Status: Open

Your most recent payment was \$250.32

Claim Received Date: Jan 5, 2010

Last Worked Date: Jan 4, 2010

Expected Return to Work Date: [ ] [ ] [ ] [ ]

Actual Return to Work Date: [ ] [ ] [ ] [ ]

Save

Other Information you can update:

[Add Additional Absence\(s\)](#)

[Direct Deposit](#)

[E-Delivery Preference](#)

[Medical Authorization](#)

Coverage status Payments Claim Documents Claim Events

ABS Coverage: Approved

STD Coverage: Approved

Leave Period Time in **Weeks** **Hours**

Leave Name	Reason/Relationship	Leave Start Date	Leave End Date	Leave Status	Approved Time Taken	Future Approved Time	Pending Time	Denied Time	Total Time Requested
Federal Family Medical Leave	Own Health Condition/EE	Jan 10, 2010	Jan 13, 2010	Pending	0.00000	0.00000	0.60000	0.00000	0.60000
Local 54 Medical Leave	Own Health Condition/EE	Jan 10, 2010	Jan 13, 2010	Pending	0.00000	0.00000	0.60000	0.00000	0.60000

Requested Leave Date/Time

Top 10

Leave Name	Date	Begin	End	Status
Federal Family Medical Leave	Jan 10, 2010	8:00 AM	12:00 AM	Non Work Day
Local 54 Medical Leave	Jan 10, 2010	8:00 AM	12:00 AM	Non Work Day

Action Required

Jones-11245361

It's that time again. The Enrollment Period has been started. Click to launch enrollment. - OE

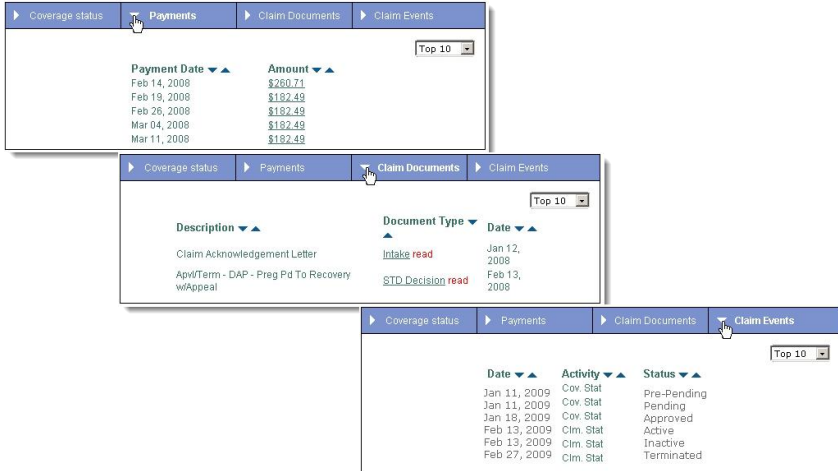
☒ ENROLL TODAY

How much Life Insurance do you need? Use the handy My Life calculator to find out. [Open calculator](#)

How much Disability Insurance do you need? Use the handy My Disability calculator to find out. [Open calculator](#)

The *Coverage Status* section will default open allowing you to view the status details.

You can also click on the other section headings within the claim to expand additional information on *Payments*, *Claim Documents* and *Claim Events*.



Coverage status Payments Claim Documents Claim Events

Top 10

Payment Date	Amount
Feb 14, 2008	\$260.71
Feb 19, 2008	\$182.48
Feb 26, 2008	\$182.48
Mar 04, 2008	\$182.48
Mar 11, 2008	\$182.48

Coverage status Payments Claim Documents Claim Events

Top 10

Description	Document Type	Date
Claim Acknowledgement Letter	<a href="#">Initial read</a>	Jan 12, 2008
Appl/Term - DAP - Preg Pd To Recovery w/Appeal	<a href="#">STD Decision read</a>	Feb 13, 2008

Coverage status Payments Claim Documents Claim Events

Top 10

Date	Activity	Status
Jan 11, 2009	Cov. Stat	Pre-Pending
Jan 11, 2009	Cov. Stat	Pending
Jan 18, 2009	Cov. Stat	Approved
Feb 13, 2009	Cim. Stat	Active
Feb 13, 2009	Cim. Stat	Inactive
Feb 27, 2009	Cim. Stat	Terminated

If you are required to provide or update information on the claim, you can either utilize the links within the claim or click on the claim number link under *Action Required*.

**Prudential** PRUDENTIAL GROUP INSURANCE

Home | Help | Contact Us | Logout

Welcome **M. JONES** | Profile

Use arrow button (▶) to expand or close each section.

[Click here](#) to take a brief survey about your experience with our website.

**Jones -11029962** Claim #: 11029962 Absence start date: Jan 02, 2009 Status: Closed

**Jones -11245361** Claim #: 11245361 Absence start date: Jan 05, 2010 Status: Open

Your most recent payment was \$250.32

Claim Received Date: Jan 5, 2010

Last Worked Date: Jan 4, 2010

Expected Return to Work Date: [ ] [ ] [ ] [ ]

Actual Return to Work Date: [ ] [ ] [ ] [ ]

**Other Information you can update:**

- [Add Additional Absence\(s\)](#)
- [Direct Deposit](#)
- [E-Delivery Preference](#)
- [Medical Authorization](#)

**Action Required**

[Jones-11245361](#)

**It's that time again.**

The Enrollment Period has been started. Click to launch enrollment. - OE

**ENROLL TODAY**

**How much Life Insurance do you need?**

Use the handy My Life calculator to find out. [Open calculator](#)

**How much Disability Insurance do you need?**

Use the handy My Disability calculator to find out.

**Coverage status** ▶ Payments ▶ Claim Documents ▶ Claim Events

ABS Coverage: Approved  
STD Coverage: Approved

Leave Period Time in **Weeks** **Hours**

For your convenience, after you select either option, only the required fields will appear on the next screen allowing you to quickly and easily provide the information without having to review the entire claim. Providing this information directly through the website will update your claim immediately.

**Missing Information: Jones -11245361**

What was the date of hospitalization? [ ] [ ] [ ] [ ]

Work Related ☐

What was the date of the accident/injury? [ ] [ ] [ ] [ ]

Job Category: [Please Select]

What is the date of the surgery? [ ] [ ] [ ] [ ]

**Cancel** **Save & exit**

## Add Absence Time


To add absence time to an existing claim, select Add Additional Absence(s) from the links within the appropriate claim.

The screenshot shows the Prudential Group Insurance website interface. The user is logged in as MARY JONES. The main content area displays two claims: Jones -11029962 (Status: Closed) and Jones -11245361 (Status: Open). The 'Open' claim is selected, showing details like 'Claim Received Date: Jan 5, 2010' and 'Last Worked Date: Jan 4, 2010'. A 'Save' button is visible. A yellow box highlights the 'Other Information you can update:' section, which includes the link 'Add Additional Absence(s)' that is being clicked. The left sidebar contains navigation links like 'View My BENEFITS', 'View/Change BENEFICIARY', and 'View My Absence CLAIMS'. The right sidebar has an 'Action Required' section for 'Jones-11245361' and an 'ENROLL TODAY' button.


### Step 1 – Time Away


The first step will prompt you to enter additional **Leave Dates** by either entering the information in the field on the left of the screen or by selecting the date from the calendar.

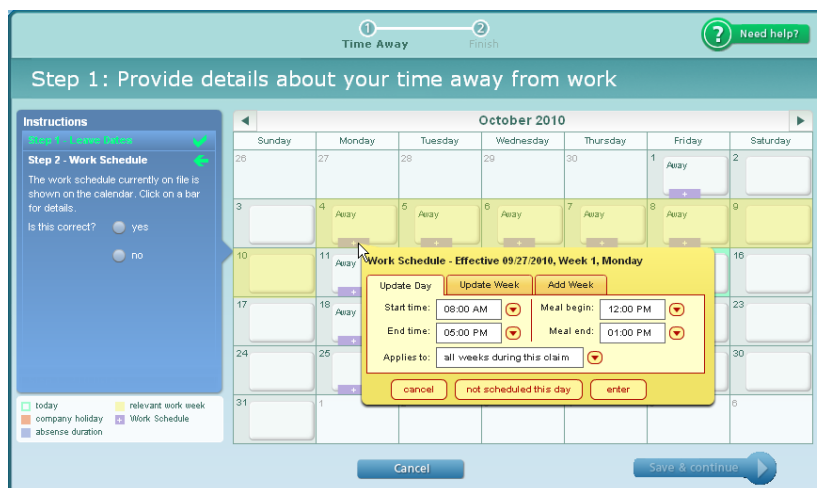
The screenshot shows the 'Step 1: Provide details about your time away from work' form. The form has a progress bar at the top with '1 Time Away' and '2 Finish'. A 'Need help?' link is in the top right. The main content area features a calendar for September 2010. A yellow pop-up window titled 'Time Away from work' is open, showing 'Continuous' as the selected absence pattern, and 'Start Date and Time: 09/27/2010' and 'End Date and Time: 10/01/2010'. The 'enter' button is highlighted. The left sidebar contains instructions and a legend for the calendar. The bottom of the form has 'Cancel' and 'Save & continue' buttons.

Select the Absence pattern and enter the appropriate Start and End dates and times. Click  to proceed.

Next, you will be asked if you would like to add additional absence time. If 'Yes,' you will be brought back to the same screen to add additional time.

Once you successfully add your absence time, you may then be asked to confirm your **Work Schedule**. If the work schedule is not correct, you can update the details and click  once complete. If the information is correct, select 'Yes' on the left of the screen.

Click  to proceed to the final step.



Step 1: Provide details about your time away from work

Instructions

Step 1 - Leave Dates

Step 2 - Work Schedule

The work schedule currently on file is shown on the calendar. Click on a bar for details.

Is this correct?

☐ yes

☐ no

Legend:

- today
- relevant work week
- company holiday
- Work Schedule
- absence duration

Work Schedule - Effective 09/27/2010, Week 1, Monday

Update Day Update Week Add Week

Start time: 08:00 AM Meal begin: 12:00 PM



End time: 05:00 PM Meal end: 01:00 PM

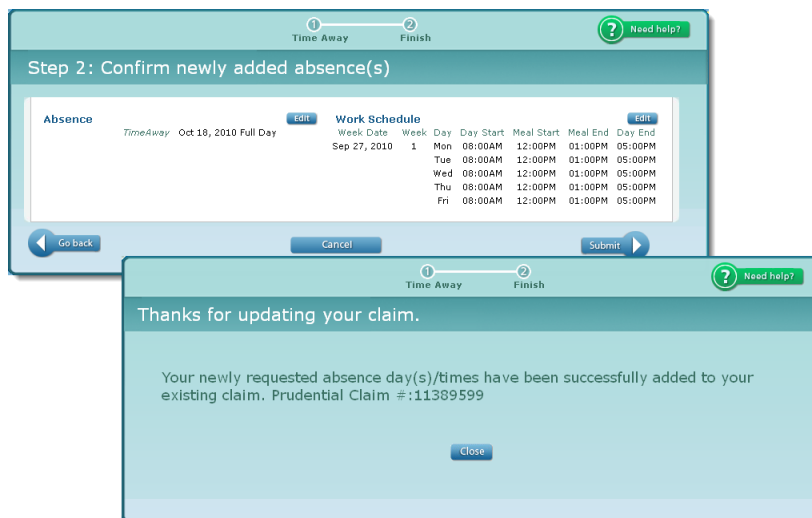
Applies to: all weeks during this claim

cancel not scheduled this day enter

Cancel Save & continue

## Step 2 – Finish

The second and final step gives you the opportunity to review and confirm your newly added absence(s). Click  within each section if you need to make any changes. Click  after verifying the information.



Step 2: Confirm newly added absence(s)

Absence

TimeAway Oct 18, 2010 Full Day

Work Schedule

Week Date	Week	Day	Day Start	Meal Start	Meal End	Day End
Sep 27, 2010	1	Mon	08:00AM	12:00PM	01:00PM	05:00PM
		Tue	08:00AM	12:00PM	01:00PM	05:00PM
		Wed	08:00AM	12:00PM	01:00PM	05:00PM
		Thu	08:00AM	12:00PM	01:00PM	05:00PM
		Fri	08:00AM	12:00PM	01:00PM	05:00PM

Go back Cancel Submit

Thanks for updating your claim.

Your newly requested absence day(s)/times have been successfully added to your existing claim. Prudential Claim #:11389599

Close

**The final screen confirms that your newly request absence(s) have been successfully added to your existing claim.**