



TeleGuard® claims submission

One call and no forms

Guardian® works smarter to keep claims submission simple for your clients. We offer claims services that allow employers to focus on their business, and employees to focus on recovery and getting back to work.

TeleGuard advantages

- Innovative TeleGuard pre-authorization cards conveniently provide employees with everything they need to know in order to phone in a claim, while also allowing us to obtain medical certification quickly from physicians.
- Employees make just one call to our toll-free, in-house telephonic intake unit.
- Specially-trained TeleGuard specialists collect all information from employees over the phone, and get answers we need to help expedite claims review and determination. Employees always speak with a knowledgeable Guardian claims representative — not a representative from an outsourced customer service center.
- No claim forms to complete. No mail delays. Just fast, easy claim filing and accurate claims decisions.

Claims are processed within 7 days or less¹

Day 1	Day 2-3	Day 4-5	Day 6-7
<ul style="list-style-type: none"> • Claim intake is done by Disability Intake Unit • Claim is reviewed by dedicated Case Manager 	<ul style="list-style-type: none"> • Outreach to Employer to verify eligibility • Outreach to Nurse for medical information and treatment plan 	<ul style="list-style-type: none"> • Satisfy elimination period 	<ul style="list-style-type: none"> • Claim is reviewed by Guardian and decision made

Nurse outreach is made within 2 business days

The ABC Company
G#999999

Instructions

To expedite your Short Term Disability claim filing process, please call to initiate your claim as soon as your disability begins. We can be reached at 1 888 262 5670, Monday through Friday between the hours of 8:00a.m–8:00p.m (EST). Please be prepared to provide the following information:

1. Your full name, address, phone number and social security number
2. Your employer contact name and phone number
3. Your physician’s name, address, phone number and fax number
4. If you have not already done so, please sign the authorization portion of this card (on the reverse side) and provide a copy to your physician to be retained in your patient file.

Important: Prior to initiating your claim, please inform your physicians that a Guardian representative will be contacting their office by phone, to obtain medical information concerning your claim.

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Authorization

In order to determine if Short Term Disability benefits are payable, Guardian requires your authorization for the release of medical information pertaining to your claim. Please authorize the release of this information by signing below and ask your physician(s) to retain a photo-copy of this card. You should also advise your physician that a Guardian representative will be calling shortly to obtain the needed information. Please retain your original card, in the event that it is needed in the future.

I authorize my physician and/or medical provider to disclose to Guardian any information regarding my diagnosis, treatment, disability status and medical history.

Employee / Patient Signature

Date

Contact your Guardian Group sales representative for more information.

The Guardian Life Insurance Company of America

guardianlife.com

New York, NY

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¹ Based on average turnaround time with Guardian Short Term Disability Claims Department. Guardian’s Group Short Term Disability Insurance is underwritten and issued by The Guardian Life Insurance Company of America, New York, NY. Products are not available in all states. Policy limitations and exclusions apply. Optional riders and/or features may incur additional costs. Plan documents are the final arbiter of coverage. Policy Form No. GP-1-STD-07-1.0 and No. GP-1-STD-15-1.0 et al. GUARDIAN® is a registered trademark of The Guardian Life Insurance Company of America © Copyright 2020 The Guardian Life Insurance Company of America.