

# how to file a claim

## MyBenefits



Follow the steps below to file a claim on the [MyBenefits](#) website:

1. Log into the [MyBenefits](#) website at <https://mybenefits.allstate.com/#/login>.

**welcome to MyBenefits**

Anytime access to coverage and claim information

- File Claims
- Check Claim Status
- View Coverage and Benefit Information
- Update Your Profile and More

User ID  
Enter User Id

Password  
Enter Password

Passwords are case sensitive and must have a minimum of 6 characters that are combination of lowercase, UPPERCASE, number, and special character. For example - "aLLSTATE2!"

Remember my User ID [What's this?](#)

log in

2. From the Claim Center, click **File a Claim**.

Coverage & Benefits Document Center **Claim Center** Help Center Profile

Hello, [Name] [Notification Bell with 9] [Gear] [Home]

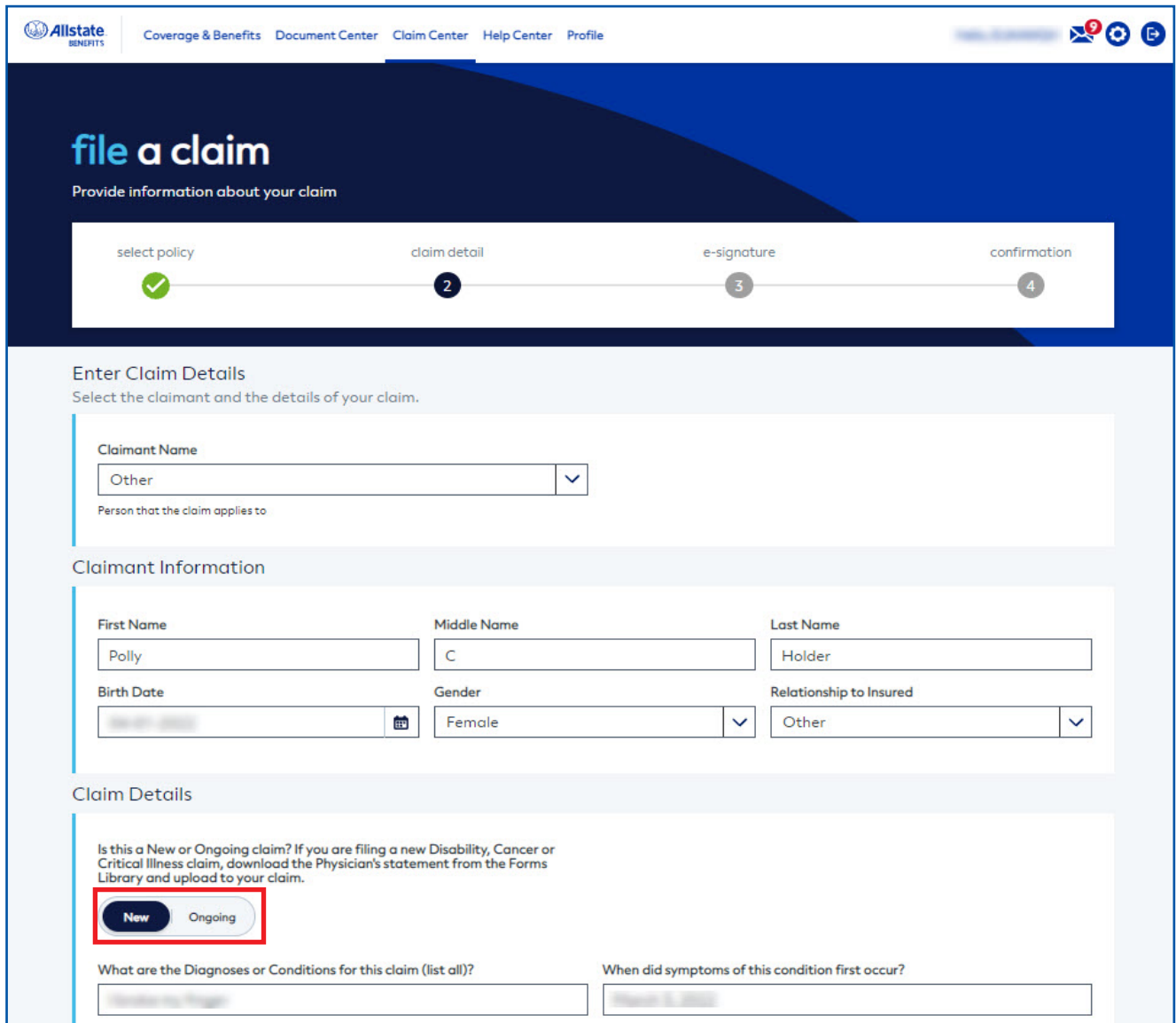
Your Claims **File a Claim**

! Hello! Welcome to My Ben

3. Verify or update your address and your claim payment method, then click the **file a claim** button under the appropriate policy.

The screenshot displays the Allstate MyBenefits 'file a claim' interface. At the top, the navigation bar includes 'Allstate BENEFITS', 'Coverage & Benefits', 'Document Center', 'Claim Center', 'Help Center', and 'Profile'. The main heading is 'file a claim' with the instruction 'Verify your information and select the policy you would like to file'. A progress bar shows four steps: 'select policy' (marked with a green check), 'claim detail' (2), 'e-signature' (3), and 'confirmation' (4). Below this, the 'Verify your information' section prompts the user to review their current payment method and address. It contains two panels: 'Address' (home) with an 'update' link and 'Check' with an 'update' link. The 'Select your policy' section provides instructions to visit the 'How to file a claim' page at AllstateBenefits.com. It features two policy options: 'Wellness' (For covered exams, #8083382732 - Cancer) and 'Accident' (For covered accidents, #8083381834 - Accident). The 'file a claim' button under the Accident policy is highlighted with a red box.

4. Enter your Claim Details, including whether this is a new or ongoing claim.



**Allstate BENEFITS** Coverage & Benefits Document Center Claim Center Help Center Profile

### file a claim

Provide information about your claim

select policy ✓ claim detail 2 e-signature 3 confirmation 4

#### Enter Claim Details

Select the claimant and the details of your claim.

Claimant Name  
Other

Person that the claim applies to

#### Claimant Information

First Name: Polly Middle Name: C Last Name: Holder  
Birth Date: Gender: Female Relationship to Insured: Other

#### Claim Details

Is this a New or Ongoing claim? If you are filing a new Disability, Cancer or Critical Illness claim, download the Physician's statement from the Forms Library and upload to your claim.

New  Ongoing

What are the Diagnoses or Conditions for this claim (list all)?  
When did symptoms of this condition first occur?

5. Scroll down and enter at least one Treatment Type  
NOTE: *You can enter more than one Treatment Type for the claim*

**Treatment Type**  
At least one instance of Physician Name and/or specialty care is required.

What Type of treatment was provided?

physician office      specialty care

Speciality Care - Urgent Care, Emergency Room, Inpatient Hospital, Outpatient Facility/Hospital Selected

Please submit the itemized bills and medical records documenting the condition, treatment and/or services received.

**Medicaid ID#**

If Medicaid paid for services for the claim, please provide the Medicaid Explanation of Benefits (EOB) and the Medicaid ID #

Medicaid Explanation of Benefits (EOB) and the Medicaid ID #

We may be required to assign benefits to Medicaid in accordance with State and Federal Regulations.

6. Scroll down to the Supporting Documentation section and drag your supporting documents into the **Secure File Upload** box, or click in the box to browse your computer for your documents.  
NOTE: *Supporting documents should show the condition/diagnosis, treatment, and any services received as well as the claimant's name, provider name and dates of service.*

**Supporting Documentation** ⓘ

Send us any documentation showing the condition, treatment, and any services received. This documentation must include the claimant's name, provider name, and date of service.

**Secure File Upload** 🔒

Upload or Drop your file here. All document must be in either .TIFF, .JPG or .PDF format. File can be up to 30MB and you may upload upto 5 files at a time.

Patient Record\_Polly C. Holder.pdf

upload

**Uploaded Files**

-- No Uploaded Files --

clear all

back      continue      cancel

7. Click the **upload** button and your supporting documentation will show in the Uploaded Files box. Click **continue**.

**Supporting Documentation** ⓘ

Send us any documentation showing the condition, treatment, and any services received. This documentation must include the claimant's name, provider name, and date of service.

**Secure File Upload** 🔒

Upload or Drop your file here. All document must be in either .TIFF, .JPG or .PDF format. File can be up to 30MB and you may upload upto 5 files at a time.

upload

**Uploaded Files**

📄 Patient Record\_Polly C. Holder.pdf delete

clear all

back continue cancel

8. Review your Claim Information on the next page, then scroll to the bottom and click **apply e-signature**.

**SUPPORTING DOCUMENTATION**

Document Name  
Patient Record\_Polly C. Holder.pdf

**CERTIFICATION**

Certificate/Policy Holder who completed the claim form please read and E-Sign below.

AMERICAN HERITAGE LIFE INSURANCE COMPANY  
HOME OFFICE:  
1776 AMERICAN HERITAGE LIFE DRIVE  
JACKSONVILLE, FLORIDA 32224-6687

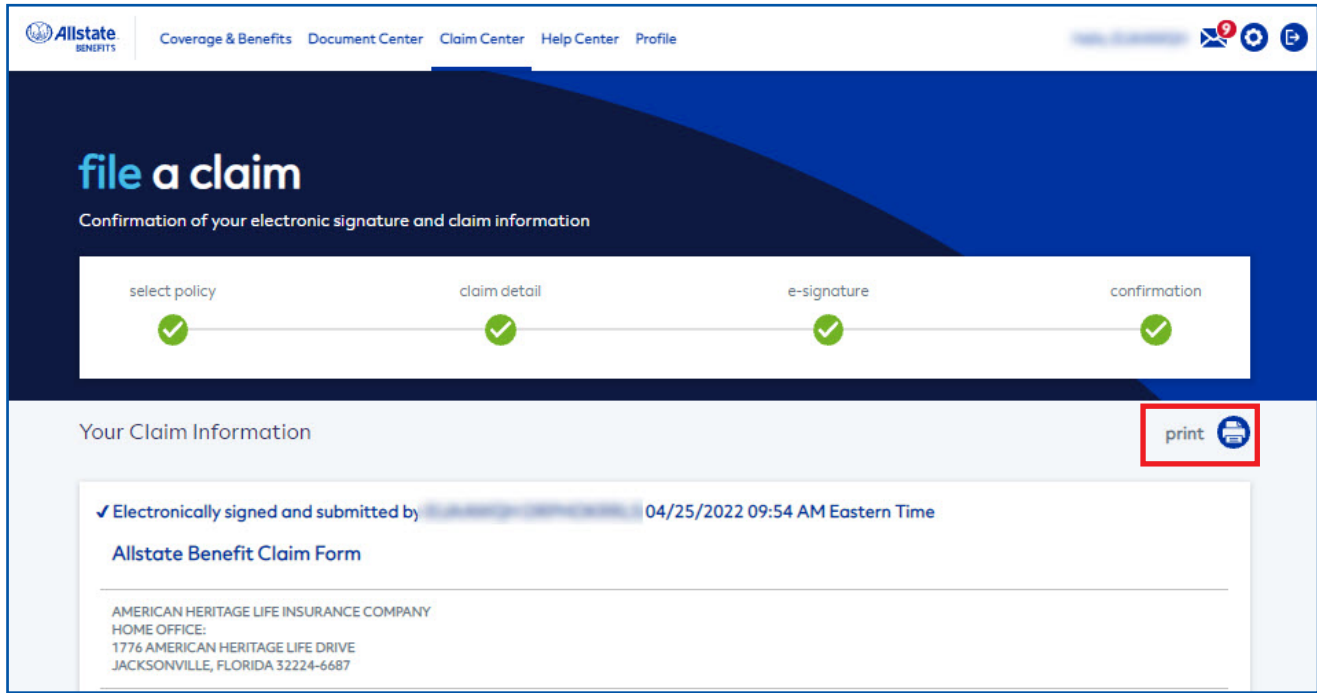
Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

back apply e-signature

# MyBenefits

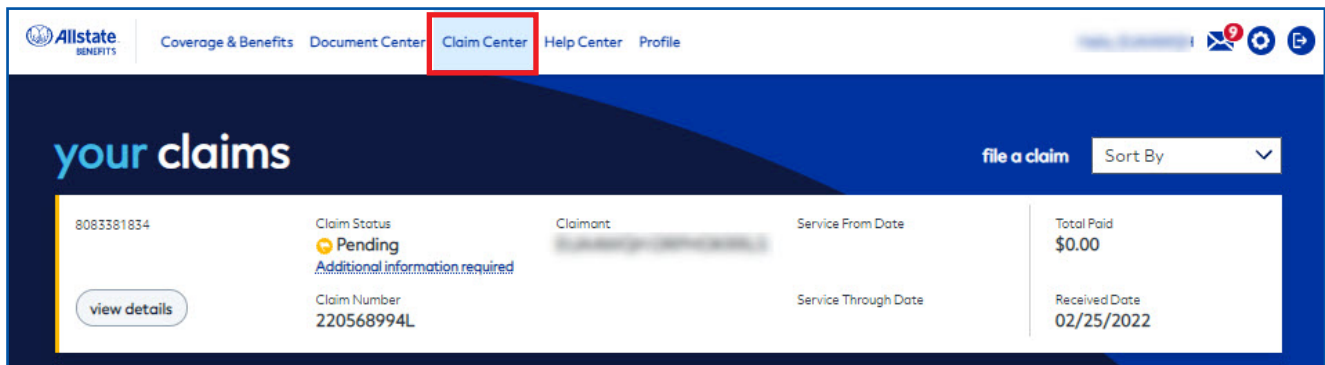
## How to File a Claim Job Aid

9. A confirmation page shows that your claim has been signed and submitted. You can print this page using the **print** button on the right.



10. You can check the Claim Center to see the status of your claim or upload additional claim information.

NOTE: Some claims that are submitted after 9 p.m. ET may not appear in the Claim Center until the following business day.



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