

# Filing a Claim

# Filing a Claim

Step-by-step instructions.  
A guided interview for you to file a claim on behalf of employee

**MATRIX**  
ABSENCE MANAGEMENT  
A MEMBER OF THE TOKIO MARINE GROUP

Home

Before you start your claim, let's make sure you have everything you need.

First, answer a few quick questions for me.

**What was or will be your first day away from work?**  
If you're unsure, your best estimate is fine.

05/20/2020  ×

Claim Details

Your Prelist

# Filing a Claim

Reason for  
Leave

First, answer a few quick questions for me.

✓ First Day Away from Work 05/20/2020

Claim Details

**What is the reason for the leave?**

My own health condition

Care for family member

Bonding / Adoption / Foster Care / Other

Your Prelist

# Filing a Claim

Reminders of  
what you'll  
need before  
you start

Here's what you'll need to do before filing a claim.

- **Notify your supervisor** about your plan to take leave.
- Have the **name, specialty, office phone, and fax number** of any doctor or medical professional involved.

[Find this now](#)

- Know the **important dates**.

## Are you ready to start your claim?

It should take no more than 10 minutes to complete. Should you save the intake and not complete it, you will need to call 877-202-0055 to complete the claim filing process. If we do not hear from you within 2 business days from the time you save the intake, your claim will be automatically processed and a claim will be created.

Yes

No

# Filing a Claim

Sample  
Maternity  
Leave Intake

## Reason for Leave

Save Intake #4226228 Cancel

**Are you taking leave because you're sick or injured?**

Yes No I'm pregnant

**MATRIX**  
ABSENCE MANAGEMENT  
A MEMBER OF THE TOKIO MARINE GROUP

Home

## Maternity Leave

Save Intake #4226228 Cancel

Infant's date of birth

**Have you had your baby yet?**

Yes No

Delivery

Complications

Additional Leave

# Web Filing with Ease

Web enabled filing capabilities, centered around tree logic programming and click and point functionality; streamline claim submission

The screenshot shows the MATRIX Absence Management web interface. At the top, the logo reads 'MATRIX ABSENCE MANAGEMENT A MEMBER OF THE TOKIO MARINE GROUP'. A 'Home' button is in the top right. The main heading is 'My Own Illness or Injury Leave', with 'Save Intake #4148308' and 'Cancel' buttons to its right. Below is a list of fields with checkmarks and values:

✓ Your timeline	04/01/2020
✓ Work-related	No
✓ Accident	No
✓ Description of condition *	Back Pain
✓ Hospitalization	Yes
✓ Surgery	Maybe
✓ Your insurer	Other
✓ Your doctor	Palekar

Below this is the 'Appointments' section, dated 03/01/2020. It asks: 'When was the last time you visited any of your doctors? An estimate is fine.' The input field contains '03/01/2020' and a calendar icon. A 'Submit' button is next to it. Below the input is a calendar pop-up for March 2020. The calendar shows the 1st as selected. Below the calendar are 'Today', 'Clear', and 'Close' buttons. To the right of the calendar is a 'Not scheduled yet' button. At the bottom, there is a progress indicator with four steps, the first being active, and a 'NEXT' button.