



How to File Your Short-Term Disability (STD) Claim

Filing STD claims should be easy, which is why Blue Cross and Blue Shield of Illinois (BCBSIL) provides you with multiple options to make the submission process as convenient as possible.

ONLINE

Create a **My Benefits** account at ancillary.bcbsil.com to submit and manage your disability claims online.

Using a desktop or mobile device, follow the guided steps to set up your account* and submit your claim online.



EMAIL, FAX OR MAIL

Download the STD claim forms at bcbsil.com/ancillary/employees/forms. Once completed, you can email them to us at DisabilityClaimsIL@bcbsil.com, or you can fax or mail them to the number/address on the claim form.

OR

CALL US

Call us at 800-367-6401, 7:00 a.m. – 5:00 p.m. (CST), Monday – Friday. A representative will assist you in beginning the STD claim process.

Press Option 2

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You will be asked to remain on the line

Press Option 1

DO NOT PRESS 0 - If you do you will be routed to General customer service and they will not be aware that you have active coverage.

If you have questions or need assistance, contact customer service at 800-367-6401.

*You will need a unique email address to create your My Benefits account. You can submit online without registering for an account, but you won't be able to manage your claim online without an account.

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