



You Can Access Your Guardian Claims Information ...Online!

Guardian is dedicated to providing our customers with great service and hassle-free benefits - that's why we've introduced Guardian Benefits Manager: new online capabilities that will make it *even easier* for our covered members to access and retrieve information about their Guardian dental, medical and short term disability claims*.

Here's what Guardian's Benefits Manager can enable our covered members to do:

- View benefit information (i.e. deductibles, co-insurance)
- Locate a Doctor or Dentist
- Check claim status and information related to your claim
- View and Print Explanation of Benefits (EOB's)
- Submit questions and inquires to our Customer Service Representatives

It's easy to access Guardian Benefits Manager:

- Open your Internet Service Provider
- In the address field, type in www.GuardianLife.com
- Click on '**Employees**' link under Account Login or put your mouse on '**Register**' and choose '**Employees**' from the drop down selection to register for the first time

***For further details on how to use Guardian Benefits Manager,
please refer to the reverse side.***

* Not available for Guardian life products and the following programs: Health Net, Medco Health Solutions, Inc., VisionGuard and Managed DentalGuard. Check with your employer if you are uncertain which Guardian coverages you are currently enrolled in.

How To Use Guardian Benefits Manager

After you've logged in, simply click on the appropriate category at the top of the page (View Eligibility/Benefits, View Claim Status, or Find a Provider).

View Eligibility/Benefits

- Select Coverage Type and Patient
- Click submit
- To see your details on the benefit data, click '*additional benefit information*' option
- To view definitions on some of our terminology, click on the underlined word(s) to receive an explanation

View Claim Status

- Either enter a claim number or select a coverage and patient
- Click submit
- To *view an Explanation of Benefits or Letter*, click on the drop down arrow in the View box and select the appropriate choice
- To *appeal a claim*, click on '*learn your right to appeal*' link which provides information on appealing a claim decision
- To look at information on a different patient, click on '*new search*' or view claims status tab and begin the process again selecting the new patient

Find a Provider

- This option will allow you to look up a doctor, dentist or vision provider
- Click this option to open a new window that takes you to Guardian's Find a Doctor, Dentist or Facility process

If you have any questions, just contact your company's benefits expert.