Short Term Disability claims are administered by Cigna.

When do I report a claim?
Contact Human Resources – Benefits at ext. 2100 or by emailing benefits@wesleyan.edu before your first day out of work. Tell them when and for how long you plan to be absent. Please also advise your supervisor of your pending leave.

When and how do I report a disability claim?
After contacting Human Resources, call Cigna or fill out a claim form online
• Call toll-free at 1.800.36.Cigna (24462). A representative will walk you through the process.
• Fill out a claim form online at Cigna.com/customer-forms.
• When calling make sure you have details pertaining to your doctor(s), hospital or clinic visits, including dates and contact information.

What happens next?
During the call, Cigna will ask for your permission to get your medical information.
• After you give your claim information, you’ll be transferred to a recorded message.
• Listen to the recording and answer “Yes” or “No” to the questions.
• At the end of the recording, say “Yes” if you give permission or “No” if you do not.
• You can cancel your permission at any time by calling your Cigna claim manager.

After the call, Cigna will send you a letter. The letter will include a copy of the recorded message for your records. It will also include a form that gives them permission to get other information that may be needed to finish processing your claim. The claim manager will contact your treating physicians for medical records pertaining to your leave.

What happens if my claim is approved?
• Cigna will send you an approval letter that gives you an explanation of your benefits. You may also get a recorded call from Cigna with this information.
• Cigna will advise Wesleyan Benefits of your claim approval.
• You will continue to be paid directly by the University.

What happens if my claim is denied?
Cigna will send you a letter that explains why. The letter will also tell you how you can appeal the decision. You should call Wesleyan Benefits when you get the letter to discuss your denial and next steps to take.

What can I expect while I’m out?
• Please make sure to be in touch with your Cigna claim manager during your leave. Ensure updated medical information is sent to Cigna by your provider.
• Please keep Wesleyan Benefits and your supervisor informed of your progress, return to work date and any restrictions upon return.