Guardian

Submitting a Short Term Disability Claim with TeleGuard℠

One call is all it takes.

It's easy to submit a Short Term Disability (STD) claim with Guardian's TeleGuard claims submission process. TeleGuard allows you to submit your disability over the phone rather than filling out any paperwork, letting you focus on your recovery and getting back to work.

Prior to submitting a claim

1. Inform your physician that a Guardian representative will be contacting their office by phone to obtain medical information concerning your claim.
2. Have this information ready before you call the TeleGuard intake unit:
   - Your full name, address, phone number and social security number
   - Your employer's plan number, contact name and phone number
   - Your physician's name, address, phone number and fax number

SMCCCD Group# 00528683
Jessica Esclamado
esclamadodavidj@smccd.edu
650-358-6805

How to submit a claim

Call Guardian's in-house TeleGuard intake unit to initiate your claim at **1-888-262-5670**, Monday through Friday, between the hours of 8 am - 8 pm (EST). A TeleGuard representative will collect all of your infromation over the phone.

Once a claim has been initiated it is reviewed within one business day. Your employer is then contacted to verify your eligibility and your physician is contacted to obtain medical information about your disability. If all the information needed to review your claim is received, and the plan's elimination period has been satisfied, a claim determination is made and you will be notified by your dedicated Case Manager with the decision or status of your claim.

Questions?

Call Guardian at **1-800-538-4583**. A Guardian representative is available to help you Monday through Friday, 8 am to 8 pm (EST).

The Guardian Life Insurance Company of America
New York, NY

guardianlife.com

2021-122750 (06/23)

[Future written communications may be in English only.]
Guardian's Group Short Term Disability Insurance is underwritten and issued by The Guardian Life Insurance Company of America, New York, NY. Products are not available in all states. Policy limitations and exclusions apply. Optional riders and/or features may incur additional costs. Plan documents are the final arbiter of coverage. GUARDIAN® is a registered trademark of The Guardian Life Insurance Company of America®. ©Copyright 2021 The Guardian Life Insurance Company of America. STD Policy Form #GP-1-STD-15, GP-1-STD07-1.0, et al.