

Please accept our deepest sympathies during this difficult time. We are here to help you with the claims process every step of the way.

Please keep the below information in mind as you proceed through the claims process.

How long does it take to process a claim?

Once we receive all required forms and documents, most claims are processed within 5-10 business days. We will notify you by mail or email if additional information is needed to process your claim. It's important to note a claim cannot be processed until all beneficiaries complete and return the required forms and documents.

How do I return my completed forms and documents?

Please use one of the following methods to return your forms and documents:



Mail

Standard
MassMutual Ascend
Attn: Claims Department
P.O. Box 5420
Cincinnati, Ohio 45201-5420



Electronic

- Upload at Securecontact.
massmutualascend.com
- Email to
ClaimDocs@mmascend.com



Fax

513-412-5122

Overnight

MassMutual Ascend
Attn: Claims Department
191 Rosa Parks Street
Cincinnati, Ohio 45202

Beneficiary access

We offer the ability to track the status of your claim on our website. Please utilize the access code within the claim packet and navigate to <https://www.massmutualascend.com/claims> and select 'Track a Claim' then enter the code to directly view the status of your claim. On your unique claim beneficiary page, you are provided with information about the claims process including each status (Claim pending, Documents received and under review, and Claim processed), the status as of the current date, and information on outstanding forms and documents with the ability to directly download them and return completed forms to us by uploading them. Please note, not all beneficiaries will have a code for the website depending on the details listed in the account.



Scan this QR code to access
the Beneficiary portal

What if I need to speak with someone?

Our Claims Team is here to help. You can reach us at **800-854-3649**,
Monday – Friday, 8 a.m. – 5 p.m., ET.

**We appreciate the opportunity to serve you
and your loved one.**