

MNL ONLINE CAPABILITIES

Madison National Life Insurance Company (MNL) has made some upgrades to the functionality and features of their website, www.madisonlife.com. New enhancements include:

- Mobile optimization
- Improved user interface
- Better navigation tools

File a New Claim

Employees and employers can now file a life or disability claim online. The web-based claim forms can be populated with data and then automatically sent to the Group Claim Administration team. If online forms are not preferred, claim forms can also be printed and submitted via fax or mail.

This new feature also allows for electronic signature and the ability to upload additional records or files as needed. You will receive an email confirmation and a copy of all electronically submitted forms.

Manage an Existing Claim

The employer or employee can complete forms for their existing claim, and remit additional files or records after the initial claim is filed.

FAQs

Under the file a claim section, find your answer to commonly asked questions regarding life and disability claims. Learn more about the claims process, the definition of common insurance terms, and more.

Check Claim Status

If you're covered for disability or life insurance, you can view your:

Claim Status

- See if claim is open, pending, or closed
- Madison National Life is currently developing their second phase release which is expected to include more details around claim status and activity, as well as a secure portal for employers and employees.

Payment Information

- View detailed records associated with the last three payments made on a claim.

Contact

Whether you have a question or want to know the status of your claim, MNL's enhanced contact section gives you multiple ways to reach them via phone, email, or by sending a message through their new secure online portal.

Contact

Our Hours
Monday - Friday
8:00a - 5:00p CST

Our Mailing Address
Madison National Life
P.O. Box 2865
Clinton, IA 52733

Claims Department Email
MNL.CustomerCare@madisonlife.com

Claims Telephone
1-800-356-9601 or
1-608-830-2000

Claims Fax
1-608-830-2701

Send Us a Message
I am a...

Upcoming Phase II Features

- Unique employee/employer log in
- Detailed claim status reports
- Enhanced capabilities
- More customized access at the employee and employer level
- Enhanced and automated communication and messaging

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