

Your guide to MetLife Absence and Disability Reporting

MetLife makes it easy to report your disability claim as well as other types of absences, such as those that qualify under the Family and Medical Leave Act (FMLA), certain state leave laws and company-sponsored leaves. The following information explains how to report your disability claim and/or other absence request and what to expect.

Reporting your absence and/or disability

If you are absent or expect to be absent from work due to sickness, pregnancy, accidental injury, emergency hospitalization, or reasons considered under New York State Disability/Paid Family Leave, Family Medical Leave (FML), Military Leave, or a Company Leave such as Bereavement or Personal, you must report your absence by:



1 Notify your supervisor and contact MyHR IVR at **1-844-866-1475; Prompt #4**

**You'll be connected to MetLife's Claim Center to initiate your leave/claim
MetLife's Claims Center is available Monday through Friday, 8:00 a.m. – 11:00 p.m. Eastern Time*



2 You can follow up on the status of your leave/claim by contacting MetLife by phone or through your MyBenefits employee portal

*MetLife Claim Center: 1-833-558-0074
MyBenefits Portal: metlife.com/mybenefits*

Please note that your own serious health condition including pregnancy; care of a qualified family member with a serious health condition; care of a qualified military service member; qualifying exigencies arising out of a family member's call to active military service; or the birth, adoption, or foster placement of a qualified child may qualify for leave under the federal Family and Medical Leave Act (FMLA) as well as state leave laws similar to the FMLA. The MetLife Leave Coordinator will assist you in determining the type of leave(s) which you are entitled to and qualify for, based on your employer's absence policy and consistent with applicable law.

Note: Acadia utilizes MetLife to administer New York State DBL & PFL. For all other State plans, you will need to apply directly with that state for those benefits. Contact your Human Resources Department to request a State claim form.



Scan the QR Code with your mobile device to access MyBenefits where you can...

- View the status of your claim
- Submit medical records, completed forms, etc.
- Send updates to your Claim Specialist
- Confirm your return to work date

DETACH AND KEEP THIS CARD

For your convenience, detach and save this informational wallet card.

This card outlines the claim reporting procedures for your quick reference.

If you are absent or expect to be absent from work due to sickness, pregnancy, accidental injury, emergency hospitalization, and/ or for leave reason types under Family and Medical Leave, State Mandated Leave (NY DBL/PFL), Military Leave, Bereavement, or Personal, you must report your claim or absence by:

1. Notifying your supervisor
2. Contact MyHR IVR, **1-844-866-1475**, and you'll be connected to the MetLife Claim's Center

**View the status of your claim/leave online at metlife.com/mybenefits*

When you report your absence, you may need to verify or be prepared to provide the following information (if applicable):

- **Personal & Job Information**
- **Sickness/Injury & Treatment Information:** Last day worked, nature of the illness, how/when/ where the injury occurred, when disability began and date you anticipate returning to work, your health care provider(s)'s name, address, phone and fax numbers.

Information we may need from you (if applicable)

- **Personal & Job Information:** Name, address, phone number, SSN/employee ID number, job title, workplace location and address, work schedule, supervisor's name and phone number, and date of hire.
- **Sickness/Injury & Treatment Information:** Last day worked, nature of the illness/absence, how/when/where the injury occurred, when the disability began, date you anticipate returning to work, your health care provider(s)'s name, address, phone number and fax number.
- **Authorization to Release Your Medical Information:**
 1. Let your health care provider(s) know that you authorize the release of your medical information to MetLife.
 2. MetLife may mail you an "Authorization to Disclose Information About Me" form after you report your disability claim or Family Medical Leave request. Sign and return this form as soon as possible to expedite the processing of your claim. You can also download this form online at [metlife.com/mybenefits](https://www.metlife.com/mybenefits) under "Forms".
- **FML Information:** MetLife will provide you with instructions regarding information needed to certify your leave. If you are requesting a leave of absence but not submitting a disability claim or if you've decided not to pursue your disability claim, we will need the requested certification information completed and returned to us. It's your responsibility to ensure that the requested certification information is provided to MetLife within the time required noted in the request.
- **For Other Company Leaves and Absences:** The anticipated start and end date of the leave, reason for leave, and pertinent paperwork. Check with your employer for more information about employer-sponsored absences.

What to expect

After you submit your disability claim or request a leave of absence, MetLife will send you written acknowledgement of your claim or request. You may be contacted by a MetLife Case Manager or Leave Coordinator within a few business days to clarify any of your information or if any information is missing.

MetLife will provide you with instructions regarding information needed to certify your leave. If you are requesting a leave of absence but not submitting a disability claim or if you have decided not to pursue your disability claim, you must submit the requested certification information. It is your responsibility to ensure that the requested certification information is provided to MetLife within the time requirement noted in the request.

You can edit or update your claim or check your claim's status by visiting [metlife.com/mybenefits](https://www.metlife.com/mybenefits). You can also sign up for email and text notifications by providing your contact information.

You can also check the status of your claim on the MetLife US App. Search "MetLife" on iTunes® App Store or Google Play to download the app.¹

You are encouraged to call your Case Manager at any time should you have questions or concerns about your case. Our Customer Service Unit is available Monday – Friday from 8:00 a.m. – 11:00 p.m. ET to answer your questions.

The toll-free number is **1-833-558-0074**.

Authorization to Release Your Medical Information:

- Let your health care provider(s) know that you authorize the release of your medical information to MetLife.
- MetLife may mail you an "Authorization to Disclose Information About Me" form after you report your disability claim or Family Medical Leave request. You can expedite this process by downloading this form online at [metlife.com/mybenefits](https://www.metlife.com/mybenefits) under "Forms".

FML Information:

MetLife will provide you with instructions regarding information needed to certify your leave. It is your responsibility to ensure that the requested certification information is provided to MetLife within the time required noted in the request.

For Other Company Leaves and Absences:

Start and end date of the leave, reason for leave, and pertinent paperwork.

1. Before using the MetLife US App, you must register at www.metlife.com/mybenefits from a computer. Registration cannot be done from your mobile device.

Like most group benefit programs, benefit programs offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations, and terms for keeping them in force. Ask your MetLife group representative for costs and complete details.

Metropolitan Life Insurance Company | 200 Park Avenue | New York, NY 10166
L1223037104[exp0925][All States][DC, GU, MP, PR, VI]
© 2024 MetLife Services and Solutions, LLC

