

How to file your disability and leave claim.



1 BEFORE YOU FILE YOUR CLAIM

1. Notify your employer if you need to be out of work because of an illness, injury or pregnancy.
2. Have the following on hand:
 - Your Social Security number, birth date, home address, phone number and email address.
 - Dates and contact information for any health care providers or hospital/clinic visits.
 - Applicable workers' compensation claims.

2 FILE YOUR CLAIM

By phone at (888) 842-4462 or (866) 562-8421 (español), 7:00 am – 7:00 pm CST and a representative will help you.

To automatically stay informed about your disability claim by text, sign up for text notifications by telling your New York Life Group Benefit Solutions (NYL GBS) claim manager or online at myNYLGBS.com* after you've submitted your claim.

3 GIVE PERMISSION

Give NYL GBS permission to contact your health care provider or employer for claim-related information by answering "yes".

- During your claim call.
- Online after your claim has been submitted (you'll receive a notification).

4 CLAIM/LEAVE STATUS

- Online at myNYLGBS.com* Claims
- Contact us at **(888) 842-4462** or (866) 562-8421 (español), 7:00 am – 7:00 pm CST.
- NYL GBS will send you FML, state, and/or company leave information, and your Family and Medical Leave Act (FMLA) rights.

5 ADDITIONAL RESOURCES

- Chat live with a NYL GBS representative.
- [Click here](#) for answers to frequently asked disability claim questions.
- [Click here](#) for answers to frequently asked leave questions.



If you haven't visited myNYLGBS.com*, register today to easily file and manage all your claims in one place.



While you're out on disability or leave, keep your employer informed of your return-to-work plans. This is especially important if you need workplace accommodations, as some take time to put in place.

* Please note our transition from Cigna to New York Life Group Benefit Solutions is currently underway. You may be directed back to a Cigna portal to obtain the information you need.

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