

How to file your Absence request (Disability or Leave).



1 BEFORE YOU FILE YOUR CLAIM

1. Notify your employer if you need to be out of work because of an accident, injury, illness, to take care of a family member, child bonding or pregnancy.
2. Have the following available:
 - › Your social security number, date of birth, home address, phone number and email address.
 - › Dates of health care provider or hospital/clinic visits and their contact information.
 - › Workers compensation claim, if applicable.

2 FILE YOUR CLAIM

- › Choose **one** of the following:
- › **Online***: myNYLGBS.com > Home/Submit an Absence Request (print your confirmation page).
- › **By phone** at **(888) 842-4462** or (866) 562-8421 (español), 7:00 am – 7:00 pm CST and a representative will help you.

3 CLAIM/LEAVE STATUS

- › Check status online, anytime at: myNYLGBS.com* > My Absence Dashboard
- › Contact us at **(888) 842-4462** or (866) 562-8421 (español), 7:00 am–7:00 pm CST.
- › Depending on your reason to be away from work, we will send you additional FML, state, and/or company Leave information.

Helpful tips

Need help registering?

Contact:
1 (800) 644-5567 or file your claim here:
nyl.com/disability-claim

Sign up for text notifications.

Tell your New York Life Group Benefit Solutions (NYL GBS) claim manager or sign up online at myNYLGBS.com* after you've submitted your claim.

Click and find answers fast to frequently asked questions that relate to your request:

- [Disability claim answers](#)
- [Leave answers](#)

A few notes

Remember to give NYL GBS permission to contact your health care provider or employer for claim related information – online at myNYLGBS after your claim has been submitted, or during a claim call.

Filing a request in advance?

Please notify us when you are **within 7 days** of your expected last day worked so that **we can activate your request**.

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

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company. Policy form: TL-004700 et al.

New York Life Insurance Company, 51 Madison Avenue, New York, NY 10010

© 2022, New York Life Insurance Company. All rights reserved. NEW YORK LIFE, and the NEW YORK LIFE Box Logo are trademarks of New York Life Insurance Company.

937196 0822 NMwFF