



Your guide to MetLife Absence Reporting

MetLife makes it easy to report your disability claim. The following information explains how to report your disability claim and what to expect.

Reporting your absence

If you are absent or expect to be absent from work due to sickness or pregnancy or for an accidental injury or emergency hospitalization you must report your absence by:



1

Notifying your supervisor



2

Contacting MetLife:

- Sick Leave Bank Claims – on or before the 1st day of absence
- LTD Claims – When you have been absent for at least 60 days

Calling – 1-866-729-9201

The Claims Center is available Monday through Friday, 8:00 a.m. – 11:00 p.m. Eastern Time



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Or, reporting your absence to MetLife through the MyBenefits website at www.metlife.com/mybenefits

Information we may need from you (if applicable)

- **Personal & Job Information:** name, address, phone number, SSN, employee ID number, job title, workplace location/address, work schedule, supervisor's name/phone number and date of hire
- **Sickness/Injury Information & Treatment:** last day worked, nature of the illness/absence, how/when/where the injury occurred, when the disability began and 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 and, if required, sign appropriate document(s).
 2. MetLife may mail you an "Authorization to Disclose Information About Me" form after you report your disability claim. Sign and return this form as soon as possible to expedite the processing of your claim. You can also download this form online at www.metlife.com/mybenefits under "Forms".

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

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

Navigating life together

What to expect

After you submit a disability claim, MetLife will send you written acknowledgement of your request. You may be contacted by a MetLife Case Manager within a few business days to clarify any of your information or if any information is missing. MetLife may also contact your health care provider(s) and/or your employer.

You can edit or update your claim or check your claim's status by visiting 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. A Customer Service Unit is also available from 8:00 a.m. – 11:00 p.m. ET to answer your questions. The toll-free number is 1-866-729-9201.

DETACH AND KEEP THIS CARD

If you are absent or expect to be absent from work due to sickness or pregnancy or for an accidental injury or emergency hospitalization, you must report your absence by:

1. Notifying your supervisor
2. Contacting MetLife: 1-866-729-9201
3. Or, reporting your absence online at www.metlife.com/mybenefits

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

- **Personal & Job Information**
- **Sickness/Injury & Treatment Information:** last day worked, nature of the illness/absence, how/when/where the injury occurred, when the disability began and 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:

- 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. Sign and return this form as soon as possible. This release authorization will expedite the processing of your disability claim.
You can expedite this process by downloading this form online at www.metlife.com/mybenefits under "Forms".



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.

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