

# 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

Choose **one** of the following:

**Online\*:** [myNYLGBS.com](https://myNYLGBS.com)> Coverage>Disability (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.

**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](https://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](https://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](https://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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