

How to file your disability 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:

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

By mail: [Download the claim form](#) to complete, sign, and return to New York Life Group Benefit Solutions (NYL GBS) using the mailing address provided on the claim form.

Stay informed about your claim status by requesting text notifications from your NYL GBS claim manager.

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.

4 CLAIM STATUS

- Login or register on myNYLGBS.com.
- If you signed up for text notifications, you'll automatically get updates by text.
- Contact your claim manager, or call **(888) 842-4462**, or (866) 562-8421 (español), 7:00 a.m. – 7:00 p.m. CST.

5 ADDITIONAL RESOURCES

- Chat live with an NYL GBS representative by calling **(888) 842-4462**, or (866) 562-8421 (español), 7:00 a.m. – 7:00 p.m. CST.



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



While you're out on disability, 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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