

How to file your disability request.



1 BEFORE YOU FILE YOUR CLAIM

1. Notify your employer if you need to be out of work because of an, injury, illness, 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.
 - › HR Manager/Supervisor contact information, including email address and phone number.

2 FILE YOUR CLAIM

Choose one of the following:

- › **Online:** myNYLGBS.com > Home/Start or continue a claim (print your confirmation page)
- › **By phone:** **(888) 842-4462** or **(866) 562-8241** (español) and a representative will help you.
- › **By mail:** Download and complete the **claim form**. Return to the New York Life Group Benefit Solutions address at the top of the form.

3 CHECK YOUR CLAIM / LEAVE

- › Check status online, anytime at: myNYLGBS.com
- › Check status
- › Contact us at **(888) 842-4462** or **(866) 562-8421** (español), 7:00 am–7:00 pm CST, Monday – Friday.

A few notes

Remember to give us permission

to contact your health care provider or employer for claim related information – online at myNYLGBS.com, or during a claim call.

Filing a request in advance?

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.

Helpful tips

Need help registering?

Contact technical assistance: **1 (800) 644-5567**

Next steps: After filing your claim, access Claim Tips on myNYLGBS.com for what to expect next.

Sign up for text and email notifications. Tell your New York Life Group Benefit Solutions (NYL GBS) claim manager or sign up online at myNYLGBS.com.



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"We're Here to Help You!"

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