

# Your guide to MetLife Absence Reporting

MetLife makes it easy to report your disability or other absence claims, including leaves that qualify as Family and Medical Leave (FML). The following information explains how to report your disability claim and/or make a FML request 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, and/or Family Medical leave (FML) you must report your absence by:

-  **1** Notifying your supervisor
-  **2** Contacting MetLife: **(855) 792-6181**  
*The Claims Center is available Monday through Friday, 8:00 a.m. – 11:00 p.m. Eastern Time*
-  **3** Or, reporting your absence to MetLife through the MyBenefits website at **[www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)**

Please note that your own serious health condition including pregnancy, care of a qualified family member with a serious health condition, care of a qualified service member, qualifying exigencies arising out of a family member's call to active military service, birth, adoption, or foster placement of a qualified child may qualify for leave under the federal Family and Medical Leave Act (FMLA) as well as state leave laws similar to the FMLA. The MetLife Leave Coordinator will assist you in determining the type of leave which you are entitled to and qualify for, based on your employer's absence policy and consistent with applicable law.

*Note: If your employer utilizes state-sponsored plans to provide Short Term Disability coverage for mandated benefits, you should apply directly to that state for those benefits.*

### DETACH AND KEEP THIS CARD

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

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

Navigating life together

If you are absent or expect to be absent from work due to sickness or pregnancy or for an accidental injury or emergency hospitalization, and/or Family Medical leave (FML) you must report your absence by:

1. Notifying your supervisor
2. Contacting MetLife: **(855) 792-6181**
3. Or, reporting your absence online at **[www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)**

**When you report your absence or leave, 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

## 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 or Family Medical Leave. 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](http://www.metlife.com/mybenefits) under "Forms".
- **FML Information:** MetLife will provide you with instructions regarding information needed to certify your leave. If you are requesting a leave of absence but not submitting a disability claim or if you have decided not to pursue your disability claim, you must submit the requested certification information. It is your responsibility to ensure that the requested certification information is provided to MetLife within the time requirement noted in the request.

## What to expect

After you submit a disability claim or a Family Medical Leave, MetLife will send you written acknowledgement of your request. You may be contacted by a MetLife Case Manager or Leave Coordinator 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](http://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.<sup>1</sup>

You are encouraged to call your Case Manager or Leave Coordinator at any time should you have questions or concerns about your case. A Customer Response Center is also available from 8:00 a.m. – 11:00 p.m. ET to answer your questions. The toll-free number is **(855) 792-6181**

### 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 or Family Medical Leave. 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](http://www.metlife.com/mybenefits) under "Forms".

### FML Information:

MetLife will provide you with instructions regarding information needed to certify your leave. If you are requesting a leave of absence but not submitting a disability claim or if you have decided not to pursue your disability claim you must submit the requested certification information. It is your responsibility to ensure that the requested certification information is provided to MetLife within the time requirement noted in the request.

1. Before using the MetLife US App, you must register at [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits) from a computer. Registration cannot be done from your mobile device.

Metropolitan Life Insurance Company | 200 Park Avenue | New York, NY 10166  
L1121017820[exp1022][All States][DC, GU, MP, PR, VI]  
© 2021 MetLife Services and Solutions, LLC

