



How to file your absence claim.

1 BEFORE YOU FILE YOUR CLAIM

1. Notify Human Resources if you need to be out of work because of an accident, injury, illness, or to care for a family member, child bonding, 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.

2 FILE YOUR CLAIM

Choose one of the following:

- › **Online:** myNYLGBS.com > Employee Login > Login or Register here > Home/Start or Continue a claim (print your confirmation page).
- › **By phone** at **(888) 842-4462** or (866) 562-8421 (español) and a representative will help you.

3 CHECK YOUR CLAIM /LEAVE STATUS

- › 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.
- › Depending on your reason to be away from work, we will provide you additional FML, state, and or company/leave information.

i 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? We'll create your claim and ask you to confirm your last day of work within seven days of your expected leave.

i Helpful tips

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 claim manager or sign up online at myNYLGBS.com.

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