

Your guide to MetLife Absence Reporting

MetLife makes it easy to report your disability claim as well as other types of absence, such as those that qualify under the Family and Medical Leave Act (FMLA), and state leave laws. The following information explains how to report your disability claim or absence request and what to expect.

Reporting your absence

If you are absent from work due for a reason that qualifies for Family Medical Leave (FML), you must report your absence by:

-  **1** Notifying your supervisor
-  **2** Contacting MetLife: **1-877-597-7918**
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**

Please note that a period of incapacity due to sickness, injury, pregnancy, your own serious health condition of more than 3 consecutive calendar days, or the serious health condition of a family member may qualify for leave under the FMLA as well as state laws similar to the FMLA ("FML"). The MetLife Disability 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 a state-sponsored plan to provide Short Term Disability coverage for mandated benefits, you should apply directly to that state for those benefits. Contact your Human Resources Department to request a state disability claim form.

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

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

Navigating life together

DETACH AND KEEP THIS CARD

If you are absent for a reason that qualifies for Family and Medical Leave (FML)—must report your claim or absence by:

1. Notifying your supervisor
2. Contacting MetLife: **1-877-597-7918**
3. Or, reporting your absence online at **www.metlife.com/mybenefits**

When you report your absence, you may need to verify or be prepared to provide the following information (if applicable):

- **Personal & Job Information**
- **Sickness/Injury & Treatment Information:** last day worked, nature of the illness, how/when/ where the injury occurred, when 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 and address, work schedule, supervisor's name and phone number and date of hire
- **Sickness/Injury & Treatment Information:** last day worked, nature of the illness/absence, how/when/where the injury occurred, when the disability began, 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.
 2. MetLife may mail you an "Authorization to Disclose Information About Me" form after you report your disability claim or Family Medical Leave request. 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 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 required noted in the request.

Returning to Work

If an absence for your own medical condition is 5 or more consecutive days, you may need to return to work through Medical/Health Services with a return-to-work release from your physician prior to your scheduled shift start time. Contact your local Human Resources to confirm if this applies to you.

What to expect

After you submit your disability claim or request an absence for Family Medical Leave, MetLife will send you written acknowledgement of your claim or 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. Please note that confidential medical information will not be shared with your employer except for plan administration purposes such as coordinating return to work.

You can check the status of your claim at any time by visiting www.metlife.com/mybenefits.

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.¹

You are encouraged to call your Case Manager or Leave Coordinator at any time should you have questions or concerns about the program or your case. A Customer Service Unit is also available from 8:00 a.m. – 11:00 p.m. ET to answer your questions. The toll-free number is 1-877-597-7918.

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 request. You can expedite this process by downloading this form online at www.metlife.com/mybenefits under "Forms".

FML Information:

MetLife will provide you with instructions regarding information needed to certify your leave. It is your responsibility to ensure that the requested certification information is provided to MetLife within the time required noted in the request.

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

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