How to file your leave or disability request.



BEFORE YOU FILE YOUR CLAIM

- 1. Notify your employer 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, birth date, 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.

7 FILE YOUR CLAIM

-) Choose one of the following:
- Online: myNYLGBS.com > 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 CLAIM/LEAVE STATUS

- Check status online, anytime at: myNYLGBS.com>My Absence Dashboard
- Contact us at (888) 842-4462 or (866) 562-8421 (español), 7:00 am - 7:00 pm CST.
- Depending on your reason to be away from work, we will provide you additional FML, state, and or company/Leave information.

(i) Helpful tips

Need help registering? Contact technical assistance: 1 (800) 644-5567

Sign up for text notifications.

Tell your New York Life Group Benefit Solutions (NYL GBS) claim manager or sign up online at myNYLGBS.com after you've submitted your claim.

(i) A few notes

Remember to give NYL GBS permission to contact your health care provider or employer for claim related information – online at myNYLGBS.com after your claim has been submitted, or during a claim call.

Filing a request in advance? Please notify us when you are within 7 days of your expected last day of work so we can activate your request.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company.

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