New York Life Group Benefit Solutions

How to submit a claim or check leave status over the phone

When you call New York Life Group Benefit Solutions (NYL GBS), we'll help get you to the right place with automated menu choices that are easy to follow.

1. Call **888-842-4462.**
2. Say or **Press 1**, if you are calling on your own behalf.
3. Input your Social Security number and date of birth.
4. If you have a correspondence for an existing claim that lists the phone extension of your claim or leave manager, **press 1** to reach them directly.
5. If you don't have a phone extension for a claim or leave manager, **press 2** for leave or disability claims:
   - **a. Say or press 1 to report time on an existing leave.**
     - You will be asked to enter your leave ID.
       - If the leave ID begins with the letters 'NTN' **press 1.**
       - If the leave ID begins with the letters 'ABS' **press 2.**
       - If the leave ID is all numeric **press 3.**
   - **b. Press 2 for questions about an existing disability claim (claim status, payment status, or to speak to your claim manager).**
   - **c. Press 3 for questions about an existing leave.**
6. **Press 4 to file a new claim or leave.** An advocate will support you on filing a new claim for long-term disability, short-term disability, or leave.

You can count on us to help ease the process.

Filing a claim is important for finding peace of mind. We're here to support you every step of the way.

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