

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), state leave laws and company-sponsored leaves. The following information explains how to report your disability claim or absence request and what to expect.

Reporting Your Absence

If you will be absent from work in excess of 7 consecutive calendar days due to sickness, pregnancy, or accidental injury, and/or for a reason such as Family and Medical Leave, you must report your absence by:

1. Notifying your Supervisor
2. Calling the MetLife Claims Center:

888-284-3951

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 an absence due to sickness, injury, pregnancy, your own serious health condition of more than 3 consecutive 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.

If you are absent or expect to be absent from work due to sickness, accidental injury, pregnancy or for a reason such as Family and Medical Leave, you must report your claim or absence by:

- Notifying your Supervisor
- Calling the MetLife Claims Center:
- 888-284-3951

Or, reporting your claim or 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 a Health Care Provider Certification (HCPC) form and it is your responsibility to ensure that the HCPC form is provided to MetLife within the time required.
- ✓ **For Other Company Leaves and Absences:** The anticipated start and end date of the leave, reason for leave and pertinent paperwork. Check with your employer or the MetLife Claim Center on employer-sponsored absences.

What to Expect

After you submit your disability claim or request a leave of absence, 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 Roman Catholic Diocese of Paterson 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 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 877-638-8262.

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- ✓ **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. You can expedite this process by downloading this form online at www.metlife.com/mybenefits under "Forms".
- ✓ **FML Information:** MetLife will provide you with a Health Care Provider Certification (HCPC) form and it is your responsibility to ensure that the HCPC form is provided to MetLife within the time required.
- ✓ **For Other Company Leaves and Absences:** Start and end date of the leave, reason for leave and pertinent paperwork.

MetLife

MetLife

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