




Your guide to MetLife Absence Reporting

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

Reporting your absence

If you are absent or expect to be absent from work due to sickness or pregnancy, for an accidental injury or emergency hospitalization, for Family Medical Leave (FML), or Personal Leave you must report your absence by:

-  **1** Notifying your supervisor, and either
-  **2** Contacting MetLife: **833-622-0135**
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 your own serious health condition including pregnancy, care of a qualified family member with a serious health condition, care of a qualified military service member, qualifying exigencies arising out of a family member's call to active military service, birth, adoption, or foster placement of a qualified child may qualify for leave under the federal Family and Medical Leave Act (FMLA) as well as state leave laws similar to the FMLA. The MetLife 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.

DETACH AND KEEP THIS CARD

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 or pregnancy, for an accidental injury or emergency hospitalization, Family Medical Leave, or Personal Leave you must report your claim or absence by:

1. Notifying your supervisor, and either
2. Contacting MetLife: **833-622-0135**
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.
- **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 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 requirement noted in the request.

You can edit or update your claim or check your claim's status by visiting www.metlife.com/mybenefits. You can also sign up for email and text notifications by providing your contact information.

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 833-622-0135.

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.

For Other Company Leaves and Absences:

Start and end date of the leave, reason for leave and pertinent paperwork.

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.

Like most group benefit programs, benefit programs offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations, and terms for keeping them in force. Ask your MetLife group representative for costs and complete details.

Metropolitan Life Insurance Company | 200 Park Avenue | New York, NY 10166
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