

# How to file your absence or disability request.



## 1 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.

## 2 FILE YOUR CLAIM

- › Choose **one** of the following:
- › **Online:** [myNYLGBS.com](https://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](https://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.

### 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](https://myNYLGBS.com) after you've submitted your claim.

### 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](https://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.**

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