

# How to file your disability claim.



## 1 BEFORE YOU FILE YOUR CLAIM

1. Notify your employer if you need to be out of work because of an illness, injury or pregnancy.
2. Have the following on hand:
  - Your Social Security number, birth date, home address, phone number and email address.
  - Dates and contact information for any health care providers or hospital/clinic visits.
  - Applicable workers' compensation claims.

## 2 FILE YOUR CLAIM

Choose **one** of the following:

**Visit:** [newyorklife.com/group-benefit-solutions/employees/group-insurance/disability/submit-disability-claim](https://newyorklife.com/group-benefit-solutions/employees/group-insurance/disability/submit-disability-claim)

**By phone: (888) 842-4462** or (866) 562-8421 (español), 7:00 am – 7:00 pm CST and a representative will help you.

**By mail or fax:** Visit [newyorklife.com/group-benefit-solutions/employees/group-insurance/disability/how-to-file-claim](https://newyorklife.com/group-benefit-solutions/employees/group-insurance/disability/how-to-file-claim).

(to complete form, sign and send to New York Life Group Benefit Solutions (NYL GBS).

**To quickly stay informed, sign up for text notifications when submitting your claim online or telling your NYL GBS claim manager.**

## 3 GIVE PERMISSION

Give NYL GBS permission to contact your health care provider or employer for claim-related information by:

- Answering “yes” during your claim call.
- Online after your claim has been submitted (you'll receive a notification).

## 4 CLAIM STATUS

- Login or register on [myNYLGBS.com](https://myNYLGBS.com)\*.
- If you signed up for text notifications, you'll automatically get updates by text.
- Contact your claim manager or call **(888) 842-4462** or (866) 562-8421 (español), 7:00 am – 7:00 pm CST.

## 5 ADDITIONAL RESOURCES

- Chat live with a NYL GBS representative.
- [Click here](#) for answers to frequently asked claim questions.



If you haven't visited [myNYLGBS.com](https://myNYLGBS.com)\*, register today to easily manage all your claims in one place.



While you're out on disability, keep your employer informed of your return-to-work plans. This is especially important if you need workplace accommodations, as some take time to put in place.

\* Please note our transition from Cigna to New York Life Group Benefit Solutions is currently underway. You may be directed back to a Cigna portal to obtain the information you need.

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