

How to file your Absence request (Disability).



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 pregnancy.
2. Have the following available:
 - › Your social security number, date of birth, 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:** nyl.com/disability-claim > Complete the secure online form, and we'll call you if we need additional information.
- › **By phone** at (888) 842-4462 or (866) 562-8421 (español), 7:00 am – 7:00 pm CST and a representative will help you.

3 CLAIM/LEAVE STATUS

- › Check status online, anytime at: myNYLGBS.com > My Absence Dashboard
- › Contact us at (888) 842-4462 or (866) 562-8421 (español), 7:00 am–7:00 pm CST.
- › If you signed up for text notifications, you'll automatically get updates by text.

Helpful tips

Need help registering?

Contact:
1 (800) 644-5567 or file your claim here:
nyl.com/disability-claim

Sign up for text notifications.

Tell your New York Life Group Benefit Solutions (NYL GBS) claim manager or sign up online at myNYLGBS.com* after you've submitted your claim.

Click and find answers fast to frequently asked questions that relate to your request:

- [Disability claim answers](#)

A few notes

Remember to give NYL GBS permission to contact your health care provider or employer for claim related information – online at myNYLGBS 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 worked so that **we can activate your request**.

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

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