How to file your 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 > 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>My Absence Dashboard
- Contact us at **(888) 842-4462** or (866) 562-8421 (español), 7:00 am – 7:00 pm CST.

ⓘ 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 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 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**.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company.
New York Life Insurance Company, 51 Madison Avenue, New York, NY 10010
© 2023, New York Life Insurance Company. All rights reserved. NEW YORK LIFE, and the NEW YORK LIFE Box Logo are trademarks of New York Life Insurance Company.
937196 a 0123. DlwFF SR 64354101-144338730

NEW YORK LIFE GROUP BENEFIT SOLUTIONS