THEKEY

Putting Benefits To Work For People℠

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 or injury.
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 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**.

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