

# 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 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:** [myNYLGBS.com](https://myNYLGBS.com) > Employee Login > Login or Register here > Home/Start or Continue a claim (print your confirmation page).
- › **By phone** at **(888) 842-4462** or (866) 562-8241 (español), 7:00 am-7:00 pm CST, Monday - Friday

## 3 CHECK YOUR CLAIM STATUS

- › Check status online, anytime at: [myNYLGBS.com](https://myNYLGBS.com) > Check status
- › Contact us at **(888) 842-4462** or (866) 562-8241 (español), 7:00 am-7:00 pm CST, Monday - Friday

### *i* A few notes

**Remember to give us permission** to contact your health care provider or employer for claim related information – online at [myNYLGBS.com](https://myNYLGBS.com), or during a claim call.

**Filing a request in advance?** We'll create your claim and ask you to confirm your last day of work within seven days of your expected leave.

### *i* Helpful tips

**Next steps:** After filing your claim, access Claim Tips on [myNYLGBS.com](https://myNYLGBS.com) for what to expect next.

**Sign up for text and email notifications.** Tell your New York Life Group Benefit Solutions (NYL GBS) claim manager or sign up online at [myNYLGBS.com](https://myNYLGBS.com).

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