

# How to file your Absence request (Disability or Leave).



## 1 BEFORE YOU FILE YOUR CLAIM

1. Notify your employer if you need to be out of work because of an accident, injury, illness, to take care of a family member, child bonding 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) > Home/Submit an Absence Request (print your confirmation page).
- › **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](https://myNYLGBS.com) > My Absence Dashboard
- › Contact us at (888) 842-4462 or (866) 562-8421 (español), 7:00 am–7:00 pm CST.
- › Depending on your reason to be away from work, we will send you additional FML, state, and/or company Leave information.

### Helpful tips

#### Need help registering?

Contact:  
1 (800) 644-5567 or file your claim here:  
[nyl.com/disability-claim](https://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](https://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](#)
- [Leave 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.**

You can take this [Medical Request Form](#) to your provider if you are out on Disability and upload it into the portal on [myNYLGBS.com](https://myNYLGBS.com)

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