

# Your Guide to MetLife Absence Reporting

## MetLife

MetLife makes it easy to report your disability claim. The following information explains how to report your disability claim and what to expect.

### Reporting Your Absence

If you are absent or expect to be absent from work in excess of 7 consecutive days due to sickness or pregnancy or accidental injury or emergency hospitalization, you must report your absence by:

Calling the MetLife Claims Center: 1-866-729-9201

*The Claims Center is available Monday through Friday, 8:00 a.m. – 11:00 p.m. Eastern Time.*

### Information We May Need From You (if applicable)

- ✓ **Personal & Job Information:** name, address, phone number, SSN, employee ID number, job title, workplace location/address, work schedule
- ✓ **Sickness/Injury Information & Treatment:** last day worked, nature of the illness/absence, how/when/where the injury occurred, when the disability began and date you anticipate returning to work, your health care provider(s)'s name, address, phone number and fax number
- ✓ **Authorization to Release Your Medical Information:**
  1. Let your health care provider(s) know that you authorize the release of your medical information to MetLife and, if required, sign appropriate document(s).
  2. MetLife may mail you an "Authorization to Disclose Information About Me" form after you report your disability claim. Sign and return this form as soon as possible to expedite the processing of your claim.

### What to Expect

After you submit a disability claim, MetLife will send you written acknowledgement of your request. You may be contacted by a MetLife Case Manager within a few business days to clarify any of your information or if any information is missing. MetLife may also contact your health care provider(s) and/or your employer.

You are encouraged to call your Case Manager at any time should you have questions or concerns about your case. A Customer Service Unit is also available from 8:00 am to 11:00 pm ET to answer your questions. The toll-free number is: 1-866-729-9201