

Your Guide to MetLife Absence Reporting

Group Disability Benefits



MetLife makes it easy to report your disability claim as well as other types of absence, such as those that qualify under the Family and Medical Leave Act (FMLA), state leave laws and company-sponsored leaves. The following information explains how to report your disability claim or absence request and what to expect.

Reporting Your Absence

If you will be absent from work for more than 3 consecutive work days due to your own serious health condition, pregnancy, to care for a qualified family member, and/or for any other reason under FMLA you must report your absence by:

1. Calling the MetLife Claims Center: 1-888-777-7418
The Claims Center is available Monday through Friday, 8:00 a.m. – 11:00 p.m. Eastern Time.
2. Or, report your absence on-line to MetLife through the MyBenefits Website:
 - Log into my.pitt.edu using your University Username and Password
 - Click the “My Resources” tab at the top of the page, then select “Human Resources”
 - Select the “MetLife MyBenefits” link from right-hand list

Please note that an absence due to sickness, injury, pregnancy, your own serious health condition of more than 3 consecutive days, or the serious health condition of a family member, may qualify for leave under the FMLA as well as state laws similar to the FMLA (“FML”). The MetLife Disability Leave Coordinator will assist you in determining the type of leave which you are entitled to and qualify for, based on your employer’s absence policy and consistent with applicable law.

Information We May Need From You:

- ✓ **Personal & Job Information:** Name, address, phone number, SSN, employee ID number, job title, workplace location and address, work schedule, supervisor’s name and phone number, and date of hire
- ✓ **Sickness/Injury & Treatment Information:** Last day worked, nature of the illness/absence, how/when/where the injury occurred, when the disability began, date you anticipate returning to work, your health care provider(s)’s name, address, phone, 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.
 2. MetLife may mail you an “Authorization to Disclose Information About Me” form after you report your disability claim or Family Medical Leave request. Sign and return this form as soon as possible to expedite the processing of your claim. You can also download this form online at www.metlife.com/mybenefits under “Forms.”
- ✓ **FML Information:** MetLife will provide you with a Health Care Provider Certification (HCPC) form and it is your responsibility to ensure that the HCPC form is provided to MetLife within the time required.
- ✓ **For Other Company Leaves and Absences:** The anticipated start and end date of the leave, reason for leave, and pertinent paperwork.

What to Expect:

After you submit your disability claim or request a leave of absence, MetLife will send you written acknowledgement of your claim or request. You may be contacted by a MetLife Case Manager or Leave Coordinator 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. Please note that confidential medical information will not be shared with University of Pittsburgh except for plan administration purposes such as coordinating return to work.

You can check the status of your claim at any time at the MetLife MyBenefits site by logging into your account through my.pitt.edu

You are encouraged to call your Case Manager or Leave Coordinator at any time should you have questions or concerns about the program or your case. A Customer Service Unit is also available from 8:00 a.m. – 11:00 p.m. ET to answer your questions. The toll-free number is 1-888-777-7418.