How to file your disability claim.



1 BEFORE YOU FILE YOUR CLAIM

1. Notify Human Resources 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:** nyl.com/disability-claim to file your claim through our website. Allow 1-3 business days for you claim to appear on myNYLGBS.com.
- **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 > Check status
- Contact us at **(888) 842-4462** or (866) 562-8241 (español), 7:00 am-7:00 pm CST, Monday - Friday

A few notes

Remember to give us permission
to contact your health care provider or employer for claim related information – online at 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.

Helpful tips

Next steps:
After filing your claim, access Claim Tips on 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.

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