

New York Life Group Benefit Solutions

# How to submit a claim or check leave status over the phone



When you call New York Life Group Benefit Solutions (NYL GBS), we'll help get you to the right place with automated menu choices that are easy to follow.

- 1** Call **888-842-4462**.
- 2** Say "claimant" or press "1."
- 3** Input your Social Security number or birth date.
- 4** If you have a correspondence for an existing claim that lists the **phone extension** of your claim or leave manager, you may enter that to reach them directly.
- 5** If you **don't have a phone extension** for a claim or leave manager:
  - a** Say or Press 1 to report time on an existing family medical leave. Enter your leave ID (begins with "ABS" or "NTN").
  - b** Press 2 to check the status of an existing family medical leave or disability claim:
    - Press 2 again for family medical leave status.
    - Press 3 for disability claim status, payment status, or to speak to your claim manager.
- 6** Press 4 to file a new claim or leave. An advocate will support you on filing a new claim for long-term disability, short-term disability, or family medical leave.

You can count on us to help ease the process.

Filing a claim is important for finding peace of mind. We're here to support you every step of the way.

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New York Life Insurance Company, 51 Madison Avenue, New York, NY 10010

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