



MetLife MyBenefits

MetLife makes it easy to report and receive updates on your leave of absence (LOA) claim, including leaves that qualify under the Family and Medical Leave Act (FMLA), Extended Sick Time (EST) and other applicable state leave laws.

Register on MyBenefits

The MyBenefits website, mybenefits.metlife.com, is a quick and easy way for you to get the information you need about your MetLife benefits –all in one place.

Step 1

Go to mybenefits.metlife.com enter your company name in the Employer or Association field. Click **Next**.

Note: It's important to clear your cache and browser history prior to registration.

Step 2

Click **Register Now** to perform the one-time registration process. You'll be asked to provide:

- Your first and last name.
- Identify data and email address.
- Unique username and password.
- 3 identity verification questions.

Step 3

Once you read and agree to the website's Terms of Use and you opt into electronic consent, we'll send you a registration confirmation to the email address you provided.

Review your leave of absence options

Determining which category best describes your leave of absence will ensure that your request is accurately processed.

- **Own Serious Health Condition:**
 - **Medical Leave of Absence (MLOA), EST & FMLA (if eligible):** Leave for your own non-work-related injury/serious health condition.
 - **Maternity Leave:** Leave for birth mothers and/or delivery of a newborn and (recovery including child bonding time).
- **Child Bonding Standalone (Non-birth):** Bonding leave to be taken within one year of birth, foster placement or adoption.
- **Military:** Leave due to military training, deployment, or extended military service. Exempt employees on Military LOA are permitted to cash out earned but unused current year vacation and/or IL Paid Leave for All (IL-PLFA) upon request.
- **Family Member Serious Health Condition:** To care for the employee's family member who has a serious health condition.
- **Personal Leave of Absence (PLOA):** When filing a PLOA claim via MyBenefits, select "Other" in the drop-down box as PLOA leave type is not displayed in the MyBenefits system. Once you choose "Other", there'll be a box that allows you to fill in the PLOA information as your absence type for claim routing.

How to File an Extended Sick Time (EST) or Leave of Absence (LOA) Request

The following steps and information listed below explain how to file your Leave of Absence or Extended Sick Time (EST) claim.

Step 1

After logging into MyBenefits, locate the Absence and Disability Card or the MetLife Event (MLE) page. Select “File a Claim”.

The screenshot shows the 'Absence and Disability' section of the MyBenefits portal. A dropdown menu is set to 'I Want To...'. Below it, a message states 'You have no claims to display.' Further down, a table lists various claims with columns for 'Absence Number', 'Program', 'Requested Date', 'Benefit Start Date', 'Approved Through', and 'Status'. The 'FILE A CLAIM' button is highlighted with a red box.

Step 2

Under “What kind of claim would you like to file?”, please select “Time off from work”. You’ll then be asked “When did your leave start or when do you expect to start it?” Input the date in the field. Select “Save and Continue”.

Time off from work

Request paid or unpaid time off from work and/or wage replacement benefits.

The screenshot shows the 'Time off from work' form. A date field is labeled 'MM/DD/YYYY' and is highlighted with a red box. Below it is a blue button labeled 'Save and Continue'.



If you report an EST claim that is anticipated **with a future date** and you file your claim early, such as for pregnancy or a scheduled surgery, this is considered a future claim.

The claim will not be reviewed or processed until the last date worked is reached or the absence has commenced.

Step 3

You’ll then be asked “Why are you taking leave?”. Select the option that best fits your reason for leave.

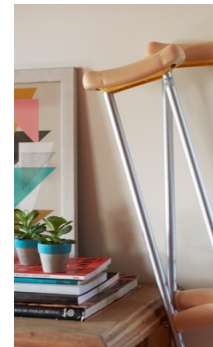
The screenshot shows the 'Why are you taking leave?' screen with several options: 'Birthing parent', 'Non-birthing parent', 'Medical Leave', 'Caregiving', and 'Other'. The 'Other' option is highlighted with a red box.

Step 4

Depending on the EST/LOA reason you chose on Step 3, an additional screen may ask you to “Tell us why you’re filing a claim”. You’ll want to select “Other” on this page. Otherwise, you’ll be sent directly to the Absence and Disability Instructions page where you’ll select “Start” to file your claim related to your EST/LOA reason.

Tell us why you're filing a claim.

The screenshot shows the 'Tell us why you're filing a claim' screen with three options: 'Workplace Accommodation', 'Other Claim', and 'COVID-19'. The 'Other Claim' option is highlighted with a red box. A blue button labeled 'NEXT >' is at the bottom.



Gather as much information as possible before you start. You can still submit your claim if other information is missing, but you can't save your responses here. We recommend keeping a record as you go. Please note, only questions marked "Required" must be completed to initiate the claim. After you submit your claim, you can add comments or append documents in the claim center. You'll need:

Contact Information
For you, your supervisor, and your doctor.

Absence Information
The reason you are unable to work and the dates you will be absent. If you're filing for disability benefits, also include your diagnosis, medical evidence and details from your doctor.

Benefits and Payment Options, Other Information
Your salary, other income you may be receiving, plus any additional information that may assist us with your claim, like your job duties and the date you plan to return to work.

ICD & Comorbid Codes
"ICD" stands for International Classification of Disease. You can usually get these from your billing statement or your doctor.

Other Information
Depending on the type of disability claim or other absence you are requesting, we may need information about your salary, other income you may be receiving, plus any additional information that may assist us with your claim - such as your job duties and the date you plan to work.

Cancel

START

Authorization to Release Your Medical Information form



Please 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). MetLife may mail you an “Authorization to Disclose Information About Me” form after you report your disability claim or Family Medical Leave. Sign and return this form as soon as possible to expedite the processing of your claim.



We're here to help

For questions or more information, please call a MetLife Customer Service Representative at 1-800-396-8876.

We're available Monday through Friday, from 8 a.m. to 11 p.m. Eastern Time.

Like most Group Disability insurance policies, MetLife insurance policies have certain exclusions, limitations, reductions of benefits and terms for keeping them in force. A MetLife representative can provide you with costs and complete details.

Metropolitan Life Insurance Company | 200 Park Avenue | New York, NY 10166
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