

# How to file a claim – we’re here to help.

Employees can file a claim by calling MetLife at 1-833-622-0135 or registering on the MyBenefits website. MyBenefits provides self-service capabilities as well as easy to access coverage and claim information. You’ll need to register on MyBenefits by following the steps outlined below.

## Register on MyBenefits:

### Step 1

Go to [mybenefits.metlife.com](http://mybenefits.metlife.com) and enter your company name in the Employer or Association field. Click **Next**.

### Step 2

Click **Register Now** to perform the one-time registration process. We’ll ask you to provide:

- Your first name, last name and email address
- Phone number, date of birth and zip code
- Social security number (SSN)
- Identity verification code (we’ll provide this to you)
- Unique username and password

### 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.

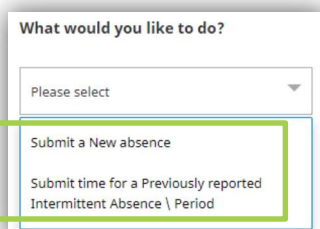
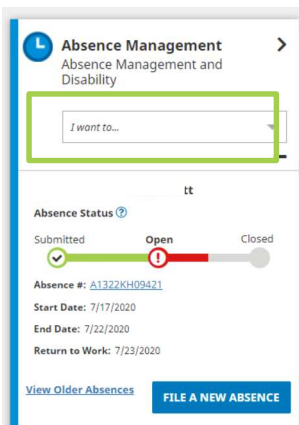
## How to file a claim request:

Ready to file an absence request? Click on **Claim Center** at the top. Under “Absence Management” click the **I want to** drop down and select **Manage Claim/Time Off**. On the Manage Claims page, click **Start**. Follow steps 1 to 6 to submit your request.

### Step 1

What would you like to do?

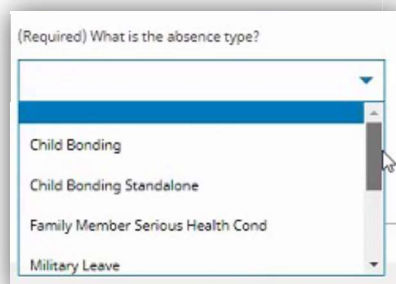
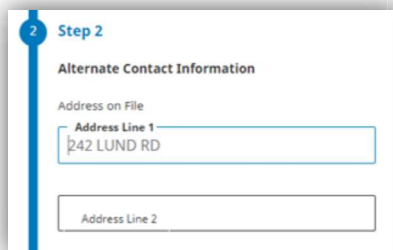
- Click the drop down select to **Submit a New absence** or **Submit time for a previously reported Intermittent Absence/Period**.



### Step 2

Personal information:

- Provide your address, telephone # and email.
- Select your absence type\*:

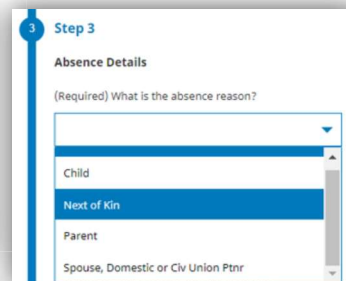


\*Please note: the leave of absence options listed are based on your eligibility.

### Step 3 & 4

Absence Details:

- Select your absence reason, timeframe and schedule.



### Step 5 & 6

- Answer additional questions
- Review submission for accuracy
- You must check the boxes confirming you read and consent to the Consumer Electronic Consent and Fraud Warning Statement
- Reconfirm your password
- Click **Submit a Claim**.



# Locate previous claim(s), confirm time remaining and update absence time:

## Step 1

- Click on **Claim Center**
- Click on **View Older Absences**
- Click on the **List View** tab

MY ACCOUNTS CLAIM CENTER DOCUMENTS & FORMS

**Absence Management**  
Absence Management and Disability

I want to...

**Absence Status**

Submitted  Open  Closed

Absence #: A1322KH09421

Start Date: 7/17/2020

End Date: 7/22/2020

Return to Work: 1/23/2020

**View Older Absences** FILE A NEW ABSENCE

## Step 2

This snapshot provides you with your claim information:

- Claim numbers
- Claim start and end dates
- Claim Status

You can filter the list by claim type, status and date, as well as download this data into an Adobe PDF or Microsoft Excel file.

Overview List View FAQ

View absences by date, status and more. You can filter your page view on the right for more or fewer results.

[Expand All Rows](#) [Download](#) Filter Page View

CLAIM NUMBER	START DATE	END DATE	RTW DATE	TYPE	CLAIM STATUS
A1322KH05921	07/01/2021	08/15/2021	09/25/2021	FML Fed	Approved +
A1322KH05921	07/01/2021	08/15/2021	09/25/2021	Wisconsin Family & Medical Leave	Approved +
A1455KH05921	08/16/2021	09/24/2021	09/25/2021	FML Fed	Approved +

## Step 3

- On the List View tab, click the **claim number** you would like to update
- Under Absence Summary, click on **Update Absence information** to update personal or leave information.

**Absence Summary**

Employee Name:

Absence Number: P00014012301

Absence Type: Care of Family Member

EEID/SSN: \*\*\*\*\*2205

Absence Start Date: 06/22/2021

Absence End Date: 12/23/2021

**Update Absence Information**

## Step 4

- Go back to Step 2 and click the **Overview** tab.
- This section provides a snapshot your total time taken, time remaining and available on your existing claim(s).

**Time Remaining / Balance**

Absence Time Balance for  
Federal FML  
Entitlement Period 01/01/2020 - 12/31/2020

Total Time  
**12**  
Weeks

Time Taken (blue) Time Available (green)

**Time Balance**  
Choose a program below to chart time used and time available

**Federal FML**

Time Taken: .4 Weeks  
Time Available: 11.5 Weeks  
Entitlement Period: 01/01/2020-12/31/2020



### Having trouble online?

You can reach us at 1-877-9METWEB (1-877-963-8932). We're available Monday through Friday, from 8:00 a.m. to 11:00 p.m. Eastern Time.