



How to submit a MetLife Disability Insurance claim

MetLife makes it easy to report your Disability and NY Paid Family Leave claim(s). The following information explains how to report your disability claim or absence request and what to expect.

Report your absence by referencing ADP TotalSource as your employer

If you are absent or expect to be absent from work due to sickness, pregnancy, accidental injury, emergency hospitalization or for a reason permitted under the NY Paid Family Leave law, please report your absence by:

1



Notifying your Worksite Employer

2



Contact MetLife at
877-ADPTS01 or **(877-237-8701)**

The Claims Center is available
Monday through Friday,
8:00 a.m. – 11:00 p.m. Eastern Time

3



Or, by reporting your disability claim to
MetLife through the MyBenefits
employee portal at
mybenefits.metlife.com/ADPTotalSource

DETACH AND KEEP THIS CARD

For your convenience, detach and save this informational wallet card. This card outlines the claim reporting procedures for your quick reference.

If you are absent or expect to be absent from work due to sickness, pregnancy, accidental injury, emergency hospitalization or for a reason permitted under the NY Paid Family Leave law, you must report your claim or absence by:

Report your absence by referencing ADP TotalSource as your employer

1. Notifying your Worksite Employer
2. Contact MetLife at **877-ADPTS01** or **(877-237-8701)**
3. Or, by reporting your disability claim to MetLife through the MyBenefits employee portal at: mybenefits.metlife.com/ADPTotalSource

When you report your absence, you may need to verify or be prepared to provide the following information (if applicable):

- **Personal & Job Information**
- **Sickness/Injury & Treatment Information:** last day worked, nature of the illness, how/when/where the injury occurred, when disability began and date you anticipate returning to work, your health care provider(s) name, address, phone number and fax number.

State Disability Benefits

New York: If you are eligible for benefits under the New York Disability Benefits Law (NY DBL) and/or New York Paid Family Leave (NY PFL), MetLife will initiate and administer your NY DBL and/or NY PFL claim(s) in addition to any disability benefits you are eligible to receive.

Hawaii: Hawaii state law requires that all Hawaii Temporary Disability Insurance (HI TDI) benefits are administered within the state of HI, therefore TRISTAR Claims Management Services administers these claims on behalf of MetLife.

TRISTAR Claims Management Services

Attn: TDI Claims

P.O. Box 135030, Honolulu, HI 96801

Phone (808) 470-0860 Extension: 5101

Fax (562) 495-6687 or Fax to Email: icsfax@tristargroup.net

Email: tdi.fi@tristargroup.net

Hours of Operation: Monday - Friday, 9:00am - 4:00pm Hawaii Standard Time (HST)

If you are eligible for HI TDI benefits, MetLife will refer your claim to our HI TDI vendor, TRISTAR Claims Management Services, after you submit your Disability claim to us. TRISTAR Claims Management Services will then send applicable correspondence and forms that will need to be completed. HI TDI claims cannot be submitted via MyBenefits.

All Other States: If your employer utilizes a state-sponsored plan to provide Short Term Disability coverage for mandated benefits outside of NY and HI, you should apply directly to that state for those benefits.



Benefits of registering to process claims online:

- Faster processing time
- Less paper waste
- Claims can be submitted 7 days a week

MyBenefits: easy online claim submission

MyBenefits is the web portal for MetLife group participants. Once registered, you can log in to:

- Submit a claim and upload medical documentation
- See claim status, history, and payments
- Set up direct deposit of benefits
- Read correspondence from MetLife

MetLife Mobile App

Employees can also submit, and access claim information on-the-go. Our mobile app has the same features as the MyBenefits web portal — employees can register and submit claims online, view claim status, letters and benefit payments.



[Download the MetLife app from the iTunes App Store or Google Play](#)

Like most group benefit programs, benefit programs offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations, and terms for keeping them in force. State variations may apply.

