

# Your guide to MetLife Claim Reporting

MetLife makes it easy to report your disability claim. The following information explains how to report your disability claim and what to expect.

## Reporting your absence

If you are absent or expect to be absent from work due to sickness or pregnancy or for an accidental injury you must report your absence by:



**1** Notifying your supervisor



**2** Contacting MetLife: **866-264-5144**  
*The Claims Center is available Monday through Friday, 8:00 a.m. – 11:00 p.m. Eastern Time*



**3** Or, reporting your absence to MetLife through the MyBenefits website at <https://mybenefits.metlife.com/stateofarizona>

**For your convenience, detach and save this informational wallet card.**

**This card outlines the claim reporting procedures for your quick reference.**

**ARIZONA**  
DEPARTMENT OF ADMINISTRATION  
BENEFITS

### DETACH AND KEEP THIS CARD

If you are absent or expect to be absent from work due to sickness or pregnancy or for an accidental injury you must report your absence by:

1. Notifying your supervisor
2. Contacting MetLife: **866-264-5144**
3. Or, reporting your absence online at <https://mybenefits.metlife.com/stateofarizona>

**When you report your claim, you may need to verify or provide the following information (if applicable):**

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

## Information we may need from you (if applicable)

- **Personal & Job Information:** name, address, phone number, SSN, employee ID number, job title, workplace location/address, work schedule, supervisor's name/phone number and date of hire
- **Sickness/Injury Information & Treatment:** last day worked, nature of the illness/absence, how/when/where the injury occurred, when the disability began and date you anticipate returning to work, your health care provider(s)'s name, address, phone number and fax number
- **Authorization to Release Your Medical Information:**
  1. 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).
  2. MetLife may mail you an "Authorization to Disclose Information About Me" form after you report your disability claim. Sign and return this form as soon as possible to expedite the processing of your claim. You can also download this form online at <https://mybenefits.metlife.com/stateofarizona> under "Forms".

## What to expect

After you submit a disability claim, MetLife will send you written acknowledgement of your request. You may be contacted by a MetLife Case Manager within a few business days to clarify any of your information or if any information is missing. MetLife may also contact your health care provider(s) and/or your employer.

You can edit or update your claim or check your claim's status by visiting <https://mybenefits.metlife.com/stateofarizona>.

You can also check the status of your claim on the MetLife US App. Search "MetLife" on iTunes® App Store or Google Play to download the app.<sup>1</sup>

You are encouraged to call your Case Manager at any time should you have questions or concerns about your case. A Customer Service Unit is also available from 8:00 a.m. – 11:00 p.m. ET to answer your questions. The toll-free number is 866-264-5144.

### Authorization to Release Your Medical Information:

- Let your health care provider(s) know that you authorize the release of your medical information to MetLife.
- MetLife may mail you an "Authorization to Disclose Information About Me" form after you report your disability claim. Sign and return this form as soon as possible. This release authorization will expedite the processing of your disability claim. You can expedite this process by downloading this form online at <https://mybenefits.metlife.com/stateofarizona> under "Forms".

1. Before using the MetLife US App, you must register at <https://mybenefits.metlife.com/stateofarizona> from a computer. Registration cannot be done from your mobile device.

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