

BOARD OF REGENTS OF THE UNIVERSITY SYSTEM OF GEORGIA SHORT TERM AND LONG TERM DISABILITY CLAIM FILING PROCESS

Board of Regents of The University System of Georgia offers valuable benefits to help manage all types of absences. If you are unable to work due to sickness, accidental injury or pregnancy, MetLife disability benefits may replace a portion of your lost income. This can help you keep your bills under control while maintaining your current lifestyle.

MetLife makes it easier to report your disability claim. You can file your claim quickly and efficiently by phone or by web; thus, eliminating the cumbersome process and occasional delays associated with paper claim filing. This brochure explains how to file your disability claim and what to expect. MetLife professionals will address your needs quickly and treat you with compassion and respect.

Reporting Your Absence

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

- Advising your Supervisor that you will be absent
- Calling our toll-free number :

866-832-5759

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

Information We May Need from You

Here's the information you should have available when reporting a disability.

- **Personal Information**—name, address, telephone number, Social Security Number, Employee Identification Number, and job title
- **Job Information**—workplace location and address, work schedule, supervisor's name and telephone number, and date of hire
- **Sickness/Injury Information** -last day worked, nature of the illness/absence, how, when, and where the injury occurred, when the disability commenced and actual or approximate date you anticipate returning to work (if known).
- **Treatment provider Information** -Name, address, telephone number, and fax number for each treating Health Care Provider.
- **Authorization to Release Your Medical Information (if applicable)** - the release of your medical information to MetLife may be required. If applicable:
 - You should inform your Health Care Provider(s) that MetLife will be administering your claim and that you authorize the release of your medical information to the MetLife claims office.

Information We May Need from You (cont'd)

- An "Authorization to Disclose Information About Me" form may be mailed to you from MetLife after you report your disability claim. You can expedite this process by downloading this form from MyBenefits at www.metlife.com/mybenefits. Click on the "Forms" link in the upper right hand corner of the navigation bar. You should sign and return this form as soon as possible. This release authorization will expedite the processing of your disability claim.

What to Expect

Initial Notification

When you report 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 if we need to discuss additional information with you.

- You may be contacted to discuss your medical condition, including the impact it has on your ability to do your job, and your treatment plan.
- Your Health Care Provider may also be contacted, if applicable to discuss your medical information, treatment plan, prognosis and functional abilities.
- Your employer may be contacted to discuss your specific job duties in detail. Confidential medical information will not be shared with your employer except for plan administration purposes such as return to work purposes.

Ongoing

Effective communication is a two-way process; therefore, you are encouraged to call your Case Manager anytime you have questions or concerns about the program or your case. A Customer Service Unit is also available from 8:00 a.m. – 11:00 p.m. (Eastern Time) to answer your questions. The toll-free number is 866-832-5759