

Your Guide to MetLife Absence Reporting



MetLife

The School Board of Broward County, Florida offers valuable disability benefits to help our employees protect their income in the event of disability. If you are unable to work due to sickness, injury, or pregnancy, 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 for you to report your disability absence. You can establish your claim quickly and efficiently over the telephone, eliminating the cumbersome process and occasional delays associated with paper claim filing. This brochure explains how to telephonically report your disability claim and what to expect. MetLife claim professionals will address your needs quickly and treat you with compassion and respect.

Reporting Your Absence

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

1. Notifying your Supervisor
2. Contact the SBBC Leaves Department at 754-321-3130
3. Calling the MetLife Claims Center at

800-300-4296

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

Note: If your employer utilizes state-sponsored plans to provide Short Term Disability coverage for mandated benefits, you should apply directly to that state for those benefits. Contact your Human Resources Department to request a state disability claim form.

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 (if applicable)**—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).

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DETACH AND KEEP THIS CARD

If you are absent or 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.
- Contact the SBBC Leaves Department at 754-321-3130
- Calling our toll-free number:

800-300-4296

When you report your absence, you may need to verify or provide the following information:

- **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 (if applicable)**—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 (if applicable)**—Name, address, telephone number, and fax number for each treating Health Care Provider.

Information We May Need from You (cont'd)

- **Treatment provider Information (if applicable)**—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.
 - An “Authorization to Disclose Information About Me” form may be mailed to you from MetLife after you report your disability claim. You should sign and return this form as soon as possible. This release authorization will expedite the processing of your 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, such as:

What to Expect (cont'd)

For disability claims:

- 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
- The School Board of Broward County, Florida may be contacted to discuss your specific job duties in detail. Confidential medical information will not be shared with The School Board of Broward County, Florida except for plan administration purposes such as return to work purposes.

For your convenience, a wallet *InfoCard* that outlines claim reporting procedures is attached to this brochure. You should retain this card in your wallet for future use.

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 800-300-4296.

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- **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.
 - An “Authorization to Disclose Information About Me” form may be mailed to you from MetLife after you report your disability claim. You should sign and return this form as soon as possible. This release authorization will expedite the processing of your claim.

Keep this important card with you.

This card provides you with the telephone number and key items of information you will be asked to provide when initiating your claim.

MetLife

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