

Constellis, LLC Disability claims and Family Medical Leave process overview

If you need to file a short term disability (STD) claim (employee's own medical leave) or a Family Medical Leave (FML), contact the MetLife Leave of Absence Reporting Line at **1-888-343-6896**.



Claim intake and data gathering

- Inform your supervisor/manager of your leave of absence request.
- Notify MetLife within seven days of the first day of absence to initiate your STD claim* — you will be given a claim number at the end of the call. You may call or initiate your claim through the MyBenefits website at www.metlife.com/mybenefits.
- MetLife may contact you for additional details about you, your job, your condition and your treatment plan and provider.
- MetLife will then mail an Acknowledgement Package to you with important information that requires action.

*If your absence qualifies under the federal Family and Medical Leave Act (FMLA), an FMLA absence will be filed on your behalf when you file a disability claim with MetLife. To consider your leave, MetLife will review medical documentation obtained as part of the disability claims process.



Initial review and decision

- You will be notified of the initial decision via phone and letter to inform you of your claim and/or leave decision.
- You can check the status of your claim and/or leave by visiting www.metlife.com/mybenefits.
- MetLife will keep you informed on the status of your claim and will be in touch with any additional information that is needed.
- MetLife will discuss your Return to Work options and help determine an expected return to work date.



Ongoing evaluation

- MetLife will periodically contact you and your health care provider(s) to evaluate your status, treatment plan and functional abilities.
- MetLife will contact you by phone and send a letter to inform you of changes in claim status, such as an extension or closure.



Return to work

- You may be required to participate in a rehabilitation/Return to Work Program. You may be contacted by your claims specialist, a nurse clinician and/or a vocational rehab consultant to discuss your return to work options, where appropriate.
- Before you return to work, Constellis, LLC requires that your health care provider complete a return to work note or Release to Work form; a copy of the form is included in your STD/FML Acknowledgement Package.
- You must return a copy of the form to your supervisor **and** MetLife. The form can be sent to MetLife by fax to 800-230-9531, uploaded to www.metlife.com/mybenefits or emailed to oriskanymetlife@metlife.com.
 - If there are no restrictions on your return to work, contact your supervisor/manager and confirm the date you will return, per the date indicated on your form.
 - If there are restrictions provided on the Return to Work form, MetLife will confirm whether Constellis LLC can accommodate those restrictions. Your supervisor or HR business partner will contact you regarding return to work status.



If your claim is denied

- MetLife will contact you by phone and send a letter to explain why your claim was denied and provide information about how you may file an appeal. MetLife will also notify Constellis LLC of your claim denial.