The following guidance is intended to assist you as you navigate the MyBenefits portal when submitting a claim for Paid Family Leave (PFL). Although much of the content is self-explanatory, these tips will help clarify some aspects of the process.

MyBenefits offers additional convenience to employees when applying for PFL. Once you complete the initial submission of information, the MyBenefits portal will provide you a claim number. The MyBenefits portal allows you to upload supporting documentation instead of faxing, emailing, or mailing through standard mail. Additionally, you can check on the status of your claim once it has been submitted.

If you experience technical difficulties contact MetLife at 1-866-363-8669.

Tips:

When going to [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits), enter “State of New York” as employer. This will occur at the main MyBenefits webpage.

If an account has not already been established, you will need to register. New users will have the option to view a tutorial about MyBenefits upon registering.

New Claims can be initiated under “My Accounts” and by selecting “File a Claim” from the dropdown menu.
Step 1, Work History will ask you for your last day of work. If you are prefiling, enter your anticipated last day of work. You will also need to select New York as your Work State.

Step 2, you will need to identify the reason for your absence; in this case you will select the Paid Family Leave option.

Step 3 will have ICD 10 diagnosis codes auto-filled, however the employee’s claim will be reviewed based upon the diagnosis code noted by the physician on supporting documentation. You can select “Next”.

Step 4, you will enter your personal information including name, address, email address, phone number, date of birth, etc.

Step 5, you will provide details regarding your PFL absence, such as type of leave, estimated first date of PFL, and whether PFL will be continuous or intermittent.
Step 6, you will enter financial information and be allowed to enter information for Electronic Fund Transfers (EFT) and receive funds through direct deposit.

Step 7, You will enter information regarding your employment such as salary and work schedule.

**Important:** Health Benefits Administrator information should be entered in place of Employer contact information when requested for the Employer phone number, fax number, and email address fields in the application. All other fields pertaining to your employer should be for your worksite location. Providing this separate information is especially important for employees who utilize the Business Service Center (BSC) for health benefits and time and attendance.

Step 8, you will be asked to review the information you entered before submitting the claim.

Upon submitting your claim, you will receive a claim number. Once you have a claim number you can upload the supporting PFL forms. This can be done by going to Claim Center and selecting your PFL claim number. Once the claim has been selected, you can upload document by selecting “add a comment or document”.