



FMLA/LEAVE OF ABSENCE & SHORT-TERM DISABILITY CLAIM SUBMISSION CHECKLIST

The following are step-by-step instructions that describe what you need to do to apply for FMLA or another leave of absence and/or short-term disability leave.

- ❑ **Step 1:** File your claim online or by phone and notify your employer of your needs for FMLA/leave of absence and/or a short-term disability claim.
 - Website: [Metlife.com/mybenefits](https://www.metlife.com/mybenefits)
 - Phone Number: Call AskHR at 1-800-654-3373 and press "2" to be connected to MetLife. Hours are 8:00 a.m. to 5:30 p.m. CT.
- ❑ **Step 2:** You will receive the *Authorization to Disclose Information About Me* and *Certification of Health Care Provider* forms in your Claims Rights Package sent by MetLife. Or you can download the forms from [MetLife.com](https://www.metlife.com) (located in the Forms Library on the bottom of the page).
 - The Certification of Health Care Provider form is time-sensitive. Check for the certification due date on the initial request letter found in your Claims Rights Package.
- ❑ **Step 3:** Complete and return the Certification of Health Care Provider form to MetLife by fax or by mail.
 - Fax number: 1-800-230-9531
 - Address: MetLife Disability
P.O. Box 14590
Lexington, KY 40512
- ❑ **Step 4:** Ensure that MetLife received your completed *Certification of Health Care Provider* form prior to the certification due date. It is your responsibility to make sure that the paperwork gets completed on time. If there are delays in completing your forms, contact MetLife **prior** to your certification due date.
- ❑ **Step 5:** You will receive your FMLA/Leave of Absence or Disability decision letter from MetLife. Review it carefully. Please note that the decisions are based on the certification completed by your health care provider.
- ❑ **Step 6:** If your leave is approved, you will be responsible for keeping track of your available leave entitlement.
 - **Intermittent Frequency Leave:** Report each intermittent FMLA absence to MetLife on the same day the absence occurs and follow Hertz's call-in procedures. All prescheduled appointments need to be tracked ahead of time with both Hertz and MetLife. Failure to notify both parties may result in disciplinary action.
 - **Continuous Frequency Leave:** Pay close attention to the date range on your decision letter. Your position at Hertz is only protected during that date range. To keep your entitlement accurate and ensure protection, notify MetLife if your leave is any different than was provided in the decision letter.

