

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

aetna®

## WorkAbility® Absence Management System

The easy way to file your short-term disability, family and medical leave claims

**Life happens.** So if you have to take a leave from work for family or medical circumstances, you've got two convenient ways to get the process started.

### 1. You can start your claim by phone

It's easy to apply for family and medical leave (FML)-related absence benefits. Just call us toll-free at **1-888-714-4380**, Monday through Friday, 8 a.m. to 8 p.m. ET. (If you're deaf or hard of hearing, use the Telecommunications Relay Service for your state.)

Your call will put you in touch with an Aetna group insurance disability specialist.

#### They will:

- Check your eligibility for disability/FML benefits
- Ask you a few questions about your illness, injury or absence
- Ask you to describe your job
- Begin the claims process

**Make it easy on yourself.** To start your claim, call **1-888-714-4380** or visit **www.aetnadisability.com**.

### 2. You can start your claim online

It's easy to manage your claims with the Aetna WorkAbility website at **www.aetnadisability.com**. You get online access to claims information, status updates and more. You can choose how you file a claim. Or automatically let your manager know about an absence request.

You can also use the Aetna Mobile app. Visit **www.aetna.com/mobile**. It's available for Android™ and iPhone® mobile devices. You can download from the App Store and Google Play™ media store.

#### Here are some things you may be able to do:

- Download claims forms
- Check the status of your claims and payments
- Choose electronic delivery to get letters or updates faster
- Let us know you need to add time to a claim
- Print copies of your disability benefits pay stubs, or save them to your computer
- Sign up for direct deposit
- Report when you plan to return to work
- Contact us anytime by email



**Disability insurance plans/policies are offered, administered and/or underwritten by Aetna Life Insurance Company (Aetna).**

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**Policy forms issued in Idaho and Oklahoma include:** GR-9/GR-9N and/or GR-29/GR-29N.