

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.