

How to file a PFML Claim

Step 1: Contact Human Resources Prior to Your Leave

Discuss the details of your leave including:

- The length of your leave and your estimated return-to-work date.
- If you will need to take leave all at one time (continuous) or for shorter periods ([Intermittent](#)).
- If you have any potential employer-paid leave benefits such as PTO, vacation, sick leave, other forms of insurance such as Workers Compensation or other paid leave benefits.

File your claim within 60 days prior to or within 30 days after your leave.

Step 2: Gather Materials to Support Your Claim

- Please complete this [Certification Form](#)
 - **It is recommended to obtain your own final copy of the Healthcare Provider section, when ready. This allows you to upload directly to your claim, which can significantly speed up the claim approval.**
- If you are filing for Paid Medical Leave, please complete this [Medical Authorization Form](#).

Step 3: Option 1 - File a Claim ONLINE (recommended)

Register on MetLife's MyBenefits Website

1. Go to → [MyBenefits Site](#) Click **Next**. Employer: County of Renville
2. If accessing for the first time, click **Register**.
3. A registration confirmation to the email address you provided.

File a claim

After you have registered or logged into your account, from the homepage:

- a. Click on **Claim Center** at the top.
- b. Under "Absence Management" click select **File an Absence**. Complete the claim filing prompts.
- c. Make note of your MetLife Event Number or MLE #. This is the reference number for your claim.

(alternative method) - File a Claim via PHONE

1. Call MetLife at **(833) 622-0135**.
2. Speak with a MetLife customer care advocate and provide the following:
 - Your name, address, e-mail address, telephone number and employee ID.
 - Your employer's name, address, and telephone number.
 - Reason you are opening a claim, including any applicable medical condition or family needs which may impact your ability to work your normal schedule.
 - If applicable, health care provider(s) contact information.
 - Absence details, such as your first day absent and your anticipated return to work date.

MetLife will create your claim and provide you with a reference number by the end of the call.
Please keep this reference number for future use.



Step 4: Upload Documents to your claim

1. **Log Into MyBenefits**
2. Navigate to the My Accounts tab → Select the List View menu → Click on View Details in your claim → Click **Add Comment/Document** at the bottom of the page (under Additional Actions)
3. Upload Documents from Step 2.
4. For Direct Deposit payments, you may enter your banking information on MyBenefits, or upload a completed [Direct Deposit Authorization Form](#)

Monitor your claim regularly on MyBenefits. Submit information online as requested by your MetLife Claims Specialist.

Step 5: Communication with MetLife when on leave

- Your claims specialist will periodically contact you and your health care provider(s) to check - in on you and your health.
- If there's a change in claim status, your claims specialist will contact you by phone and send a letter to outline the change such as an extension or closure.
- If you're taking a leave on an intermittent basis, please continue to tell your claims specialist when you're on leave so that benefits can be paid appropriately.

Step 6: Returning to work after leave

- You may be contacted by your claims specialist, a nurse clinician, PCS, and/or a vocational rehabilitation consultant to discuss your return-to-work options.
- If you return to work earlier or need to be out longer, call your claims specialist to create a new return-to-work plan. Also, please call your employer to keep them informed of any changes to your return-to-work date.

Step 7: If your claim has been denied

- You have the right to appeal the decision on your claim.
- The decision letter will provide important information about how to file an appeal and the required timeframe.

Issues & Escalations

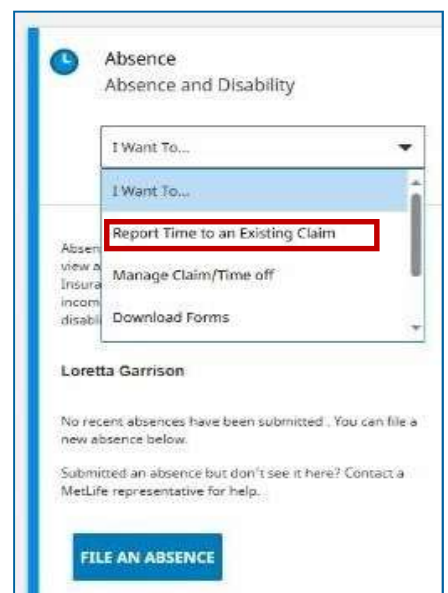
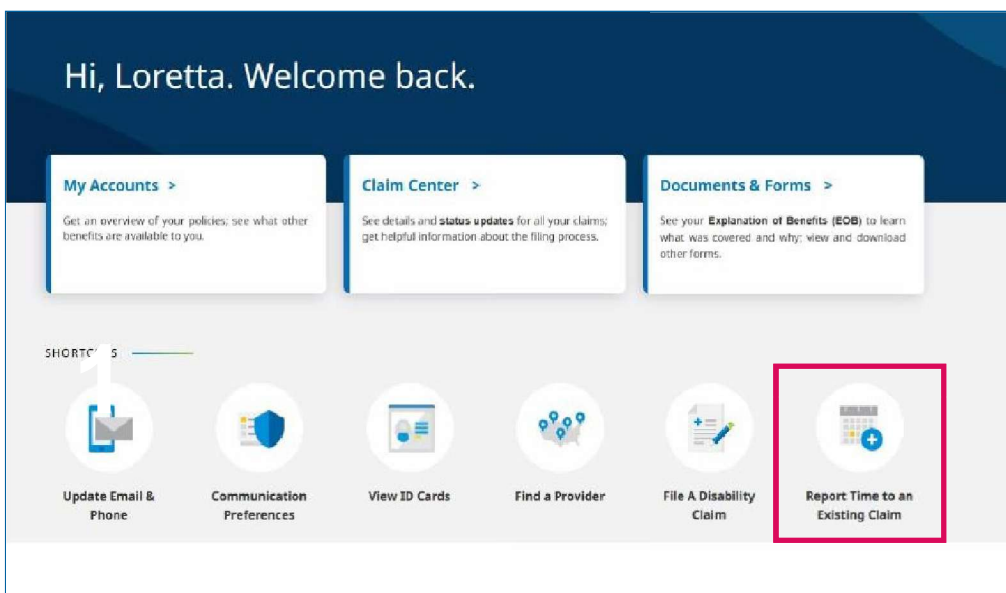
- Most basic questions such as claim status and outstanding tasks are visible on your claim in MyBenefits
- Use the **Add Comments/Document** section to communicate with your claims examiner or to ask for a call back.
- For complex issues or to escalate your claim, please contact Integrity Employee Benefits.

Email: Integrity@IntegrityEB.com **or Call** 651-437-7977

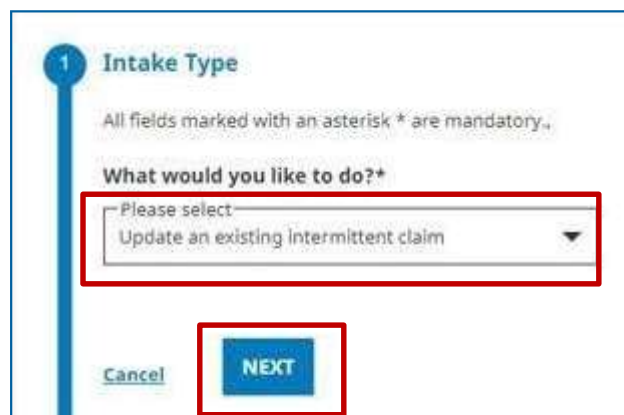
My Leave Navigator

How to submit time taken on an intermittent absence

You now have two ways to add time to an intermittent absence. From the Home page, there is a button to **“Report Time to an Existing Claim”**, in addition, you may still select from the “I want to” dropdown on the **Absence and Disability Card**.



After selecting to file additional time to an existing claim from the “What would you like to do?” dropdown, select **‘Update an existing intermittent claim’**. Then click **‘Next’**.



Choose a Claim you would you like to report time on, then click 'Next'.

All fields are required unless noted.

Choose a Claim

Which claim would you like to report time off to?

Absence

08/15/2024 - 03/11/2025
Company Leave of Absence

Certification ⓘ
4 Hours a Week
Every Week

MLE#: MLE-1098499 • Reference: P00109849903

Absence

10/21/2024 - 03/11/2025
Not Work Related

Certification ⓘ
4 Hours a Week
Every Week

MLE#: MLE-1098499 • Reference: P00109849904

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Next >

After selecting your claim, please enter the date and duration of your absence.

All fields are required unless noted.

Report Time Off

Enter the date and duration of your upcoming (or previous) absences

MM/DD/YYYY
02/17/2025

hh:mm
04:00

+ Add Another Date

Absence

08/15/2024 - 03/11/2025
Company Leave of Absence

Certification ⓘ
4 Hours a Week
Every Week

MLE#: MLE-1098499 • Reference: P00109849903

Time	Day	Hour	Min
Reported	00	04	00
Feb 17	00	04	00

You will need to contact a MetLife claim specialist to change submitted days or hours.

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Next >

Review your reported time and click submit!

Review your reported time before submitting

Here's everything you've just reported. Please make sure it's correct.

Note: Once you submit this report, you'll need to contact a MetLife claims specialist to change the dates and times you reported.

Reported dates — [Edit](#)

Time	Day	Hour	Min
Reported	00	04	00
Feb 17, 2025	00	04	00

Absence

08/15/2024 - 03/11/2025
Company Leave of Absence

Certification ⓘ
4 Hours a Week
Every Week

MLE#: MLE-1098499 • Reference: P00109849903

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Submit >