New York Life Group Benefit Solutions

How to submit a claim or check claim status over the phone

When you call New York Life Group Benefit Solutions (NYL GBS), we'll help get you to the right place with automated menu choices that are easy to follow.

1. Call **888-842-4462.**
2. Say "claimant" or **press 1.**
3. Input your Social Security number and date of birth.
4. If you have a correspondence for an existing claim that lists the phone extension of your claim manager, **press 1** to reach them directly.
5. If you don't have a phone extension for a claim manager, **press 2** for disability claims.
   - **› Press 3 for disability claim status, payment status, or to speak to your claim manager.**
6. **Press 4 to file a new claim.** An advocate will support you on filing a new claim for long-term disability or short-term disability.

You can count on us to help ease the process.

Filing a claim is important for finding peace of mind. We're here to support you every step of the way.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY. Life Insurance Company of North America is not authorized in NY and does not conduct business in NY.

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