

# How to Report a Short-Term Disability Claim and/or Family Medical Leave (FML) Under Pace University's Group Disability Plan

## It's easy!

Call CIGNA's toll-free number at **1-888-84-CIGNA** or **1-888-842-4462** and a knowledgeable CIGNA Intake Specialist will walk you through the process. For Spanish speaking customers, call **1-866-562-8421**. You can also create a new leave request via [www.myCIGNA.com](http://www.myCIGNA.com) by following the registration instructions.

### When do I call?

- Call CIGNA as soon as you know you will be absent for any of the following reasons:
  - *Short-Term Disability* – If you are expected to be absent from work for more than 7 consecutive calendar days due to your own disability.
  - *Family Medical Leave* – If you have a serious health condition that makes you unable to perform the functions of your job and expect to be absent from work for:
    - More than 3 consecutive calendar days,
    - Intermittent periods of time (non-consecutive hours or days away from work), or
    - Hospitalized for any amount of time
- Or for one of the following:
  - Birth of a child and care of a newborn child
  - Placement of a child with you for adoption or foster care
  - Care for a spouse, child or parent with a serious health condition
  - Qualifying Exigency reason(s) arising from your family member's military deployment
  - Care for a family member who incurred a serious injury or illness in the line of active military duty
- Remember, even though you call CIGNA, you still must call your University Benefits Office on or before your first day of absence to report how long you expect to be absent.
- Of course, always seek appropriate medical attention immediately. Your health and safety always come first.

### What information will I need if I am reporting a disability and/or FML?

- Your name, phone number, home address, birth date, Social Security number and reason for your leave.
- Your University Benefits Office name, e-mail address, and phone number.

*If applicable:*

- Date and cause of the illness or injury and the first day you were absent from work as well as your anticipated return-to work date. If the absence is due to maternity leave, you will need to provide the actual or expected date of delivery.

- Name, address and phone number of each doctor you are seeing or have seen for the illness or injury causing the disability.
- Date of the first treatment or appointment with your doctor for the injury or illness and the next treatment or appointment.
- You may also be asked to provide some medical information, including your previous history of illness or injury, any diagnostic testing that was performed, the diagnosis, the treatment plan and medications the physician has recommended.

### What happens next?

*For Short-Term Disability Leaves*

- During the phone call, we will ask you for your permission to get your medical information. You can do this during that same call. This will help to process your claim more quickly. Here's how it works:
  - After you finish giving us your claim information, the phone agent will transfer you to a recorded message.
  - Listen to the recording and answer "Yes" or "No" to the questions.
  - At the end of the recording, say "Yes" if you give permission or "No" if you do not.
  - After the call, CIGNA will send you a letter. This letter will include a copy of the recorded message for your records. The letter will also include a form for you to sign and return. This form gives us permission to get other information we may need to finish processing your claim. Please sign and return that form. Check with your doctor to see if he or she has any other forms you may need to sign to give permission to release medical records.
  - To review the Voice Authorization Message or download the form, visit [www.myCIGNA.com](http://www.myCIGNA.com) and click on "Access to all other forms" under "I want to..." right navigation panel on the My Plans – Life, Accident and Disability page. You can cancel your recorded permission at any time by calling your CIGNA claim manager.
- A CIGNA claim manager will call you and your University Benefits Office for a list of your job requirements. The claim manager will also call your doctor for your medical records. This information will help us figure out how long you may be out of work and the benefits you may be able to receive.



### For Family Medical Leaves

- Within a few days, you will receive a package from CIGNA which will include information about your eligibility for Family Medical Leave and your rights under FMLA, as well as further instructions regarding any paperwork you must provide to CIGNA to have your leave approved.

### What happens if my short-term disability claim is approved?

- If your short-term disability claim is approved, you will receive an approval letter that shows the date you are expected to return to work and provides a telephone number to call if you have questions about your coverage.
- You will also receive separate information regarding the approval of your leave under FMLA.
- CIGNA will notify your University Benefits Office of your disability claim approval and your anticipated return-to-work date.

### What happens if my short-term disability claim is denied?

- If your short-term disability claim is denied, you will receive a letter providing specific reasons for the denial of disability benefits and an explanation of how to appeal the denial. Upon receipt of the letter, you should contact your doctor and employer to schedule your return to work.
- CIGNA will notify your University Benefits Office that your disability benefits have been denied.
- If your short-term disability benefits are denied, you may still be eligible for leave under FMLA for your own serious health condition, and you will receive further information from CIGNA about FMLA.

### What can I expect while I am out on disability?

Our goal is to help you get well and return to work as quickly and safely as possible. During your disability, your CIGNA Claim Manager will call you periodically to discuss your progress and may work with you, your physician and your manager to explore transitional work arrangements that could help expedite your return. This could include job modifications or work schedule changes.

### What should I do when it's time to return to work from a disability or Family Medical Leave?

- When it's time to return to work, call your CIGNA Claim Manager and/or Leave Manager to advise them of your return to work date.
- Contact your University Benefits Office to inform them of the date you will be returning to work.

### What if I feel that I cannot return to work on the date my disability or Family Medical Leave is expected to end?

- Call CIGNA to discuss the situation with your Claim Manager and/or Leave Manager. They will contact your physician for an update on your condition.
- You must also call your University Benefits Office to keep them informed of your progress and intent to return to work.

### Have A Question?

If you have a question regarding your Short-Term Disability Claim or your Family Medical Leave, Call **1-888-84-CIGNA** (24462). **Spanish speaking customers can call 1-866-562-8421.** These numbers are operational between 8:00 a.m. and 8:00 p.m. Eastern Time. If you call outside this time frame, please leave a voicemail message and a representative will respond the next business day.

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1-888-84-CIGNA (24462) -or- 1-866-562-8421 (Español)

Visit: [www.myCIGNA.com](http://www.myCIGNA.com)

Please have this information ready before you call:

- Your name, address, phone number, birth date, date of hire, Social Security Number and employer's name, address and phone number.
- The date and cause of your disability and when you plan to return to work. If you are pregnant, give your expected delivery date.
- The name, address and phone number of each doctor you are seeing for this absence.

*Insurance products and services are provided through CIGNA Life Insurance Company of New York.*



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