

Vanderburgh County FML Process Overview

If you need to file a Family Medical Leave (FML) claim, you may do so via our My Benefits web portal (mybenefits.metlife.com) or by contacting our Leave of Absence Reporting Line at 833-622-0135 (Monday-Friday 8:00 a.m. – 11:00 p.m. EST).



Claim intake and data gathering

- You should follow your attendance policy and inform your manager of your leave of absence request.
- Notify MetLife at least 30 days before the date on which your leave is expected to begin for foreseeable absences. If 30 days notice is not possible, you must provide notice as soon as possible or within 7 days of your first day of absence.
- In addition to calling MetLife, you may initiate your leave through MetLife's MyBenefits website at www.metlife.com/mybenefits.
- You will be given an absence number at the end of the submission process. This number must be included on all documentation submitted to MetLife.
- MetLife will mail an acknowledgement letter to you with important information that requires attention, including:
 - The Rights and Responsibilities under the FMLA.
 - A Medical Authorization that must be signed and returned to MetLife as soon as possible.
 - A Health Care Provider Certification (HCPC) form that must be completed by your or your family member's Healthcare Provider and returned to MetLife within 20 days of submitting your leave request.
- MetLife will send a system generated notification to Vanderburgh County once the claim has been submitted.



Initial review and decision

- A decision will be made on your claim within 5 business days of receipt and a letter will be mailed to advise you of that decision. If the medical certification is not received within 20 calendar days, we will make a decision on day 21.
- You can check the status of your claim by visiting www.metlife.com/mybenefits. On the MyBenefits site you can subscribe to text messaging as an additional notification method.
- You can send additional information related to your absence request to the MetLife Case Specialist via the "Message/Attachments" feature on MyBenefits.
- MetLife will keep you informed on the status of your claim and will notify you if additional information is needed. You will receive a letter notification of the FML decision. A phone call is placed to advise of any adverse determinations.
- MetLife will send a system generated notification to Vanderburgh County once the claim decision has been rendered.



Ongoing evaluation

- MetLife will review updated certifications submitted for extension requests or recertification.
- You will continue to receive notifications by phone/letter/text message as appropriate for changes in leave status, such as extension or closure.
- MyBenefits may be accessed at any time for status updates as well. You may also be contacted by text message if you enrolled for that option.
- MetLife will continue to send a system generated notifications to Vanderburgh County on status changes during your leave.
- For intermittent FML certifications, you should follow the attendance policy and inform your manager when taking an FML-related absence. In addition, you must notify MetLife by telephone or via MyBenefits within 7 calendar days of the date the absence was taken. You will be asked to confirm your current work schedule.

Return to Work

- You should inform you manager of your anticipated return-to-work date.
- In addition, you should notify MetLife of any changes to an upcoming return-to-work date.

