

Frequently asked questions – Disability carrier transition

Starting June 1, 2023, MetLife will be the new carrier for your Short Term Disability (STD) and Long Term Disability (LTD) insurance. We realize you may have questions about your coverage and want to let you know what to expect during this transition.

When will MetLife begin processing my disability claims?

Starting June 1, 2023, MetLife will begin processing any disability claims incurred on or after June 1, 2023. Claims incurred before June 1, 2023 must be submitted to Lincoln.

If I have an existing claim with Lincoln, who will process my claim after June 1, 2023?

Any claim that began before June 1, 2023 will still be insured by Lincoln. If you remain on disability after June 1, 2023, your claim will remain with Lincoln.

If my STD claim with Lincoln ends and an LTD claim begins after June 1, 2023, who manages my LTD claim?

If your STD claim with Lincoln ends after June 1, 2023 and moves to LTD, your LTD claim will be under Lincoln, based on your original date of disability. MetLife will only handle new claims with an original date of disability of June 1, 2023 or later.

How do I file a disability claim?

Call MetLife Disability at 866-264-5144. Once you have a claim number, you may check the status of your claim by visiting mybenefits.metlife.com

How can I provide information to MetLife?

There are several ways for you to provide information to MetLife:

- Online: mybenefits.metlife.com
- Fax: 877-840-9166
- Call: 866-264-5144

When sending any communication to MetLife, please be sure to include your name and associated claim number(s).