

How to File a Leave of Absence or Disability Claim

Simple, easy, convenient: Starting your absence from work

To improve your claims experience, your employer has contracted with Reliance Matrix to administer its Short Term Disability (STD), Long Term Disability (LTD) and Family Medical Leave Act (FMLA). This document explains how to file a request for a disability or leave of absence claim.

If you don't have internet access, **you can call (877) 202-0055**. Be ready to provide your personal, job, illness/injury and provider information (see below for specifics).

How to report a disability or leave of absence

Timely reporting of your leave is critical for approval of your claim for leave and/or benefits. It's easy to file a claim 24/7/365 via mobile app, web, or by phone (see Step 2 below).

If you expect to be out of work for more than three days*, you must take the following steps:

Step 1:	Notify your supervisor and/or your local human resources department. You do not need to discuss private health issues when providing this information.
Step 2:	<p>To file your claim directly on the web, just go to matrixabsence.com. If you're accessing our web portal for the first time, you will need to set up an account. Be sure to use your personal email to set up your account.</p> <p>If you don't have internet access, you can call (877) 202-0055. Be ready to provide your personal, job, illness/injury and provider information (see below for specifics).</p> <p>Finally, you can download the Matrix eServices Mobile App by scanning the QR code, or by searching Matrix eServices Mobile in your smartphone or tablet's app store (iOS or Android). Within 24 hours, you will receive an absence packet explaining what (if any) additional documentation is needed.</p>
Step 3:	Submit the requested documentation for claim processing.



NOTE: You may also be required to file a claim for state disability or family leave benefits depending on location. If that applies, specific state information will be in your claim packet.

*NOTE: Some absences of fewer than 3 days may qualify you for leave, such as recurrences of your own or a family member's chronic or long-term conditions or family military needs. Ordinary short-term illnesses such as a cold or the flu generally will be covered by regular sick pay or other time off programs, if available from your employer, and do not need to be reported as outlined in this document.