



How to file your short-term disability or leave claim

Follow these step-by-step instructions to file a claim if:

- you are going to be out of work—or already are out of work—due to your own illness, disability, or injury
- You expect to be out of work to take care of a child, spouse, or parent with a serious health condition, or for the birth or adoption of a child under FMLA
- You expect to be working on an intermittent or reduced schedule due to an illness or injury of your own or for family member that qualifies for FMLA leave protection
- You expect to be out of work to bond with a new child, care for a loved one with a serious health condition or help relieve family pressures when someone is called to active military service under NY PFL.

1. Contact Sun Life Absence Management Services (AMS)

Contact Sun Life AMS online, by phone, by e-mail, or through the Sun Life Absence Management Services mobile app when you need a leave of absence (Leave) and/or short-term disability claim (STD):

Website: www.sunlife-ams.com

Phone: 877-786-3652, Phones staffed (M–F, 8:30 a.m. to 10:30 p.m. ET)

E-mail: Absence@sunlife-ams.com

Note: You must first register on our website to use the mobile app.

2. Provide the Medical Certification form to your health care provider

This form provides us with specific medical information about your condition and expected recovery. The completion of this single Medical Certification form is sufficient for your application for both Leave and STD. In addition, either our Leave specialists or STD claims advisors may request additional medical information.

You can find the Medical Certification form in the Acknowledgment package that was sent by Sun Life AMS or you can download it from www.sunlife-ams.com. This is a time-sensitive document. Be certain to check for the certification due date on the initial request letter found in your Acknowledgment package.

You will need to follow the instructions outlined in your Acknowledgment package or as provided by the Sun Life AMS Specialist.

3. Confirm receipt of the Medical Certification form with Sun Life AMS

You or the health care provider must return the original, completed Medical Certification form to Sun Life AMS by fax, e-mail, or mail prior to the certification due date.

Fax: 877-309-0218

E-mail: Absence@sunlife-ams.com

Address: Leave Center, NBC Tower—13th floor
455 N. Cityfront Plaza Drive
Chicago, IL 60611-5322

You are responsible for ensuring that Sun Life AMS receives the completed form prior to the certification due date. If you experience a delay in completing your form, please contact Sun Life AMS before your certification due date.

4. Review the decision letter(s) that you will receive

Once we receive your Medical Certification form, our Leave specialists and STD claims analysts will evaluate your request for Leave and your STD claim (if applicable). We may contact you, your physician, or your employer if we need more information to make our decisions.

Your request for Leave and/or your STD claim will either be approved or denied. Please note that decisions are based on the certification completed by the health care provider. If you have applied for STD, you will receive two letters—one regarding your request for Leave and the other regarding the decision on your STD claim.

5. Keep track of your available entitlement

If approved for the Leave, you will be responsible reporting each Leave related absence:

a. Intermittent leave: Report each intermittent absence to Sun Life AMS at least two hours prior to your shift and follow your company's call-in procedures. All prescheduled appointments need to be reported ahead of time to both Sun Life AMS and your company.

You can report each intermittent leave and/or appointment through one of the following options:

- Call 877-786-3652
- Go to www.sunlife-ams.com
- E-mail Absence@sunlife-ams.com
- Use the Sun Life Absence Management Services mobile app

b. Continuous leave: Pay close attention to the date range on your Leave decision letter. Under the FMLA and other Leave laws, your position at your company is protected only during the period of your approved Leave.

c. STD: If you are approved for STD benefits, you will be provided with a date through which benefits are approved. If you need to remain out beyond that date, you should contact your STD claims advisor and you may need to submit additional medical information.

During your Leave and your absence while you are on STD (if applicable), you should follow up with Sun Life AMS and, if applicable, your STD claims advisor, to:

- Share updated information related to your Leave and/or STD claim
- Request an extension to your already-approved Leave and/or STD benefits
- Report that you will return to work earlier than anticipated

Our specialists will support you as needed and will contact you to confirm your return-to-work date.

All inquiries or questions can be directed to Sun Life Absence Management Services at 877-786-3652, Monday through Friday, from 8:30 a.m. to 10:30 p.m. ET.

Value-added services are not insurance, are offered only on specific lines of coverage, and carry a separate charge, which is added to the cost of the insurance. The cost is included in the total amount billed. Absence Management Services are provided by FMLASource, Inc.. The entities that provide the value-added services are not subcontractors of Sun Life and Sun Life is not responsible or liable for the care, services, or advice provided by them. Sun Life reserves the right to discontinue any of the Services at any time. This offering is available in all states for employers with 200+ lives. For employers with 200 to 499 employees, the offering must be packaged with a Sun Life insurance policy. For employers with 500 or more employees, the offering may be packaged with either a Sun Life insurance policy or a Sun Advisor Advice to Pay service. Not available with Stop-Loss, physician insurance policies, or Sun Advisor voucher products. Employers who provide group insurance coverage and make available value-added services within an I.R.C. Section 125 cafeteria plan should consult a tax professional to determine whether those services are Qualified Benefits for Section 125 plans.

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