



NEW: Self-Service by Phone

Calls to our Customer Care Center just got easier with phone self-service available 24 hours a day, 7 days a week and 365 days a year (24/7/365)!

Please have the last 4 digits of your leave ID ready when you call.



You Can...

- ✓ Check the status of recent claims
- ✓ Check for recently received documentation
- ✓ Report intermittent time off
- ✓ Spanish language self-service available; other languages can be supported via a live agent
- ✓ Get updates on case status information
- ✓ Reach case managers by using their 4-digit extension (*during business hours*)
- ✓ Report return to work
- ✓ Enter pregnancy delivery date and delivery type
- ✓ Check on your leave balance



Prefer to speak with a Customer Care representative personally? No problem. We're still here to help you during business hours!