

# Western Digital's disability claims and Family Medical Leave process overview

If you need to file a short term disability (STD) claim (employee's own medical leave) or a Family Medical Leave (FML), contact the MetLife Leave of Absence Reporting Line at 833-771-1431.



## Claim intake and data gathering

- Inform your supervisor/manager of your leave of absence request.
- Notify MetLife within seven days of the first day of absence to initiate your STD claim\* — you will be given a claim number at the end of the call. You may call or initiate your claim through the MyBenefits website at [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits).
- MetLife may contact you for additional details about you, your job, your condition and your treatment plan and provider.
- MetLife will then mail an Acknowledgement Package to you with important information that requires action.

\*If your absence qualifies under the federal Family and Medical Leave Act (FMLA), an FMLA absence will be filed on your behalf when you file a disability claim with MetLife. To consider your leave, MetLife will review medical documentation obtained as part of the disability claims process.



## Initial review and decision

- You will be notified of the initial decision via phone and letter to inform you of your claim and/or leave decision.
- You can check the status of your claim and/or leave by visiting [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits).
- MetLife will keep you informed on the status of your claim and will be in touch with any additional information that is needed.
- MetLife will discuss your Return to Work options with you and help determine an expected return to work date.



## Ongoing evaluation

- MetLife will periodically contact you and your health care provider(s) to evaluate your status, treatment plan and functional abilities.
- MetLife will contact you by phone and send a letter to inform you of changes in claim status, such as an extension or closure.
- If you continue to remain disabled after 180 days of STD, you may be eligible for long term disability (LTD) benefits. Should this occur, MetLife will automatically refer your STD claim for an LTD claim review.
- You will be contacted to discuss your claim and if you are expected to remain disabled, the appropriate information and forms will be mailed to you to initiate your LTD claim\*\*; if applicable, LTD forms will be mailed after approximately 90 days of STD.
- Western Digital's Employee Assistance Program is available if needed during your time of disability. Anthem Employee Assistance Program (EAP) can be reached at 1-800-865-1044 (Company Code: WDC) or online at: <https://usbenefits.wdc.com/Work-or-Life/Employee-Assistance-Program>.

\*\*If you have an existing LTD claim, you will be asked to provide ongoing proof of disability on at least an annual basis, if not more often depending on claim circumstances. Ongoing claim management may be completed more frequently should claim circumstances change. This means that MetLife will periodically request that you provide updated medical information from your health care provider(s) and other information for ongoing medical management and vocational assessment.



### Return to work

- You may be required to participate in a rehabilitation/Return to Work Program. You may be contacted by your claims specialist, a nurse clinician and/or a vocational rehab consultant to discuss your return to work options, where appropriate.
- Before you return to work, Western Digital requires that your health care provider complete a return to work note or Release to Work form; a copy of the form is included in your STD/FML Acknowledgement Package.
- You must return a copy of the form to Western Digital at [LOA\\_US@wdc.com](mailto:LOA_US@wdc.com).
  - If there are no restrictions on your return to work, contact your supervisor/manager and confirm the date you will return, per the date indicated on your form.
  - If there are restrictions provided on the Return to Work form, your supervisor or HR business partner will contact you regarding return to work status.

### If your claim is denied



- MetLife will contact you by phone and send a letter to explain why your claim was denied and provide information about how you may file an appeal. MetLife will also notify Western Digital of your claim denial.
- Your appeal must be received by MetLife within 180 days from the date of your decision letter and sent to:

MetLife Disability  
P.O. Box 14592  
Lexington, KY 40512-4592

**Fax:** 1-844-380-0569 or  
**Email:** [DisabilityAppeals@metlife.com](mailto:DisabilityAppeals@metlife.com)

- MetLife will send you a letter to let you know when your appeal has been received and when to expect an appeal decision.