Need to file a claim? Don't worry, it's easy.

Your accident, critical illness and hospital indemnity insurance benefits are there for you during times of need – so we've made the process of filing a claim easy and hassle-free, so you can focus on getting well.

1 You've had a need to use your benefits

You or a covered loved one has an injury, illness, or hospitalization that's covered by your benefits.

2 It's time to file your claim

- You can submit a claim online at myNYLGBS.com. If it's your first visit to the site, be sure to click "Register here" to set up your online account.
- Please note that in most cases, we'll need you to include documentation to support your claim, such as medical records, doctor's notes, or hospital discharge summary.
- Submitting your claim through myNYLGBS.com allows for the fastest claim process. Make sure to have direct deposit or EFT (Electronic Funds Transfer) set up ahead of time, so that you receive your claim payment faster.
- You can also submit by phone at (888) 842-4462 or (866) 562-8421 (español), or by mail (print a claim form and mail it to us).

3 We review your claim

- Once your claim has been received, one of our claim managers carefully reviews it.
- Sometimes, additional information is needed to help us make a claim decision. We will let you know if there's anything else needed, and you can easily send us any missing documentation through myNYLGBS.com.

4 We notify you of our claim decision

- You'll be notified as soon as we've made a decision on your claim.
- Approved claim payments will be issued via direct deposit if you've signed up for Electric Funds Transfer or by mailed check.

5 If you need to file a claim for your health screening benefit

Provide the date and type of screening – claims can be approved and paid within 48 hours. Make sure to choose direct deposit to get your money even faster.

Helpful tips:



Sign up for text & email notifications online at myNYLGBS.com after you've submitted your claim.



You can also sign up for direct deposit at myNYLGBS.com. Signing up for direct deposit means getting your payment faster and easier.

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