

USC Benefits Administration Disability Checklist

If you have questions, please contact the HR Service Center by emailing uschr@usc.edu or calling 213- 821-8100.

Action	Short Term Disability claim	Maternity Leave claim	Paid Family Leave claim	Faculty Paid Parental Leave claim	Date completed
One month prior to your leave notify your manager/HR Partner about your leave—discuss internal leave procedures, your eligibility for FMLA and CFRA, and topping off your pay while on leave.	Yes	Yes	Yes	Yes	
Initiate a claim by calling MetLife at 833-622-0139	Yes	Yes	Yes	Yes	
Failure to call MetLife may disrupt pay.					
If not receiving disability pay or not receiving enough pay to continue paying for your benefit premiums contact HR Service Center at 213-821-8100 to make payment arrangements.	Yes	Yes	Yes	No	
Non-payment will result in cancellation of benefits after 60 days.					
Contact departments for which you wish to remove a payroll deduction (e.g., contact Transportation to remove your parking permit deduction).	Yes	Yes	Yes	Yes	
Complete and return the claims packet to MetLife.	Yes	Yes	Yes	Yes	
Make sure your physician faxes the Physician’s Certification form to MetLife at 800-230-9531. No disability pay will be processed if this form has not been received by MetLife.	Yes	Yes	No	No	

Notify MetLife when you deliver your baby.	Yes	Yes	No	Yes	
Within 30 days of birth, add child to your benefits via Workday (provide copy of hospital birth letter as provisional documentation); official birth certificate must be submitted as soon as received.	Yes	Yes	Yes	Yes	
Provide MetLife with proof of relationship to baby.	No	No	Yes	Yes	
Provide MetLife with physician's note stating the duration and frequency of care required for a family member in your care.	No	No	Yes	Yes	
Provide MetLife and your HR Partner with work status reports, including your return to work date when available; if both are not notified, pay may be disrupted.	Yes	Yes	Yes	Yes	
Provide MetLife with your timecard at the end of every pay period (if you are on a reduced or modified work schedule).	Yes	Yes	Yes	Yes	