

# FILING A LEAVE REQUEST OR SHORT-TERM DISABILITY CLAIM

MaineHealth works to ensure our care team members have the support and resources they need when they need it most.

Please contact the HR Solution Center with any questions:

**PHONE:** 207-661-4000  
Monday through Friday,  
between 8 a.m. and 4 p.m.

**ASK HR:**  
Click “Ask HR” on your desktop.



Unum is the third party administrator for MaineHealth’s leave and disability benefits. They utilize a secure website to provide information and tools to support you during your claim.

## FILING A CLAIM

1. Contact your manager or supervisor to provide details on when and how long you expect to be away from work. You must follow your department’s usual call-in rules; simply “calling in sick” does not initiate your protected leave, or any claim for short-term disability/wage replacement.
2. Contact Unum toll-free at 877-352-8818 Monday–Friday, 8 a.m.-8 p.m. (Short-term disability policy # 565711). Be prepared to provide Unum with information outlined on page 2. If you are unable to give notice, another individual such as your spouse, parent, adult child or friend may notify Unum on your behalf.
3. **IF YOU WANT TO SAVE ONE REGULARLY SCHEDULED WORK WEEK OF PTO** while on an approved short-term disability claim, you should notify Unum during the intake process or at any other time during the approved short-term disability period. The option to save PTO only applies after the 14-day elimination period.
4. **IF YOU WANT TO MAKE ANY BENEFIT CHANGES WHILE YOU ARE ON PROTECTED LEAVE**, go to the MaineHealth Benefits Portal at mainehealth.bswift.com and click on “Life Events.”

Once your leave or claim has been called in, you can access information, view updates or make changes to your open claims by:

- Visiting [Unum.com/claims](http://Unum.com/claims)
- Downloading the Unum app on your smart phone
- Calling 877-352-8818

**FOR MORE INFORMATION ON MAINEHEALTH’S DISABILITY PLANS, GO TO THE MAINEHEALTH BENEFITS PORTAL AT [MAINEHEALTH.BSWIFT.COM](http://MAINEHEALTH.BSWIFT.COM).**

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## INFORMATION NEEDED TO SUBMIT A REQUEST FOR LEAVE OR SHORT-TERM DISABILITY CLAIM

Please be prepared to provide the following information when you make your leave request or short-term disability claim request. If someone else makes the call on your behalf, the following information will need to be provided:

- Your name and social security or employee ID number
- Complete mailing address and phone number
- Date of birth
- Marital status
- Occupation (or job title)
- Manager’s name and phone number
- A brief description of your medical condition including cause of the illness or injury, the date of the injury or the beginning of the illness
- Your last day worked and your first day absent from work
- The date you expect to return to work (if you know), or the actual date if you have already returned to work at the time you call

For disability claims, you will need to provide the following additional information:

- Physician’s name, address, fax and phone number
- Whether the injury or illness is work-related
- The dates of your first visit, your most recent visit and your next scheduled visit with your physician
- Work restrictions or limitations advised by your physician, if any