

How to file for short-term or long-term disability

There are 3 ways to file your Disability Claim - choose whichever one suits you best!

1. Call

Call in your claim to MetLife at 888-533-6287, and select option 2. The process takes approximately 5-10 minutes. Please have your treatment dates, date last worked/paid dates and your physician(s) & supervisor contact information available.

2. Submit a paper claim

Visit My.aa.com and fill out the [disability forms](#).

3. Submit your claim online

Visit the [Benefit Administrators](#) page at my.aa.com and select the MetLife tile from the list of providers.



This will direct link by your employee ID# into the MetLife 'My Benefits' webpage. There are FAQ's located on the MetLife 'My Benefits' website. If you have any questions about submitting your claim, please contact MetLife Customer Service at (888-533-6287) for more information.