

Reporting Your Request for California Voluntary Disability Insurance/Paid Family Leave

TRISTAR's hours of business are Monday through Friday, 6 a.m. through 6 p.m. PST. TRISTAR offers employees direct access to resources and information. You can easily report a claim by calling our intake center

Your California Voluntary Disability Insurance/Paid Family Leave claim is managed by TRISTAR.

When Do I Report a California Voluntary Disability Insurance/Paid Family Leave Claim?

- It is important that you report your claim no later than 30 days in advance or as soon as you are aware of your need for leave.
- You may take a leave of absence for any of the following reasons:
 - Your own serious health condition
 - Care for a family member with a serious health condition (child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner)
 - The birth or adoption/foster care placement of a child
 - Needing time off of work to participate in a qualifying event because of a family member's military deployment to a foreign country (spouse, registered domestic partner, parent, or child)

How Do I Report a claim

01

Contact TRISTAR via telephone at 1-844-702-2352 and speak with an Intake Specialist to report your claim.

02

Contact TRISTAR via email at LOAIntake@tristargroup.net.

- Provide your name, your employer, your absence start date, your estimated return to work date, and the reason for your claim.
- Provide your contact email and/or phone number.

Get Supportive Assistance

After your claim has been reported, we will be in touch to check your progress, answer questions or obtain additional information from you.

Our goal is to offer a smooth and hassle-free experience until you return to work. Feel free to call us with anything that's on your mind. We're here to help!