MetLife

UX Case Study

My Leave Navigator

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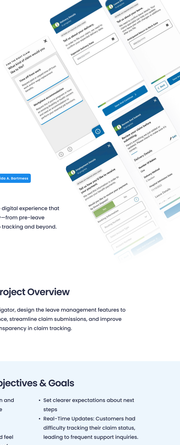
A seamless and comprehensive digital experience that enhances the employee journey—from pre-leave planning to claim submission to tracking and beyond.



Project Overview

As part of My Leave Navigator, design the leave management features to enhance user experience, streamline claim submissions, and improve transparency in claim tracking.

Objectives & Goals

- A modern, intuitive navigation and workflow optimized for mobile users
- Employees understand the options available to them and feel supported through every step of their experience
- Set clearer expectations about next steps
- Real-Time Updates: Customers had difficulty tracking their claim status, leading to frequent support inquiries.

UX Design Team

A cross-functional group working on different aspects of the product

Leida Bartmess
UX Design Lead

Focused on claim intake and post claim management dashboard features within the larger project

Other UX / UI Designers

Worked on other parts of the product, ensuring consistency and usability across the platform

Strategist

Helped define the approach for leave management experiences during proof of concept phase

Content Writers

Created clear, accessible, and engaging content for UI elements, error messages, onboarding flows, and help documentation

User Researchers

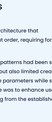
Conducted user interviews, usability tests, and feedback sessions to guide design decisions

My Process

Discover · Define · Ideate · Design

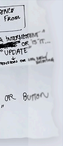
Business Challenges

- Providing resources to connect employees' disability insurance to other employer-sponsored programs to cohesively support their leave.
- Improve high drop-off rates: Users often abandoned the claim submission process due to unclear instructions and excessive form fields resulting in frequent inquiries to support.
- Enabling a successful benefit experience is a powerful way for employers to demonstrate care to employees, and ultimately leads to better business outcomes.



Product Users

Employees planning and managing time away from work due to a disability or event.



User Pain Points

- Unclear Instructions. How am I supposed to prepare? What am I supposed to do?
- Wayfinding. The navigation is not intuitive. I can't find the forms.
- Difficult to understand. Insufficient functionality. Cumbersome process. Confusing error messaging. I don't know what to expect next.

Opportunity Mapping

Features & Functionalities

To resolve user needs

Pre-education before starting process

Explain what will be needed and how long the process takes

Better organize data and information with clearer statuses

Technical and Creative Constraints

- Back-end infrastructure relies on a legacy database architecture that imposes strict constraints on data processing and input order, requiring form submissions to align with predefined field hierarchies.
- The template structure for some forms and navigation patterns had been set. These constraints provided a strong visual foundation but also limited creative flexibility, requiring the UX Designer to work within these parameters while still optimizing the portal's usability and flow. The challenge was to enhance user interactions and streamline workflows without deviating from the established design language.

Sketches

Screens

Outcomes

- Since the first claim on June 5, 2024, MetLife processed 7,111 online claims representing roughly $175,000 in operational savings.
- In 2025, more than 3,000 claims have been processed in 6 weeks.