



Voya Absence Resources

Product capabilities

For broker and employer use only.

ReliaStar Life Insurance Company, a member of
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Voya Absence Resources

Compliant services that simplify the administration of absence management



How much time is your team spending on absence management?

Constant changes at the congressional and judicial level make keeping up with the most current laws challenging for even the most diligent human resources team. Not staying abreast of these changes may leave your company vulnerable to large fines and lawsuits through the mismanagement of FMLA and ADA claims.

Voya Absence Resources provides expert claim management that meets federal and state program rules. Plus, our integrated solution can track multiple types of leaves, making absence management that much simpler for your team.

Type of leave

- FMLA
- Similar state leaves
- ADA
- Bereavement
- Jury duty
- Military leave
- Employer specific leaves
- Witness leave

Decreased risk

Staying current with state and federal leave laws is exceptionally difficult. We support employers on an ongoing basis in developing policies and procedures to keep managers and supervisors up-to-date on the latest state and federal regulations.

Proactive leave management

- Each claimant is assigned a specific Claim Analyst to work with throughout the leave request process.
- Our Claim Analysts call the claimant's treating medical providers to gather the required information in order to help speed up the leave request decision.
- All leave requests are monitored for potential problems. When an absence deviates from the expected pattern, the Claim Analyst reaches out to the physician to research and discuss appropriate handling with the employer contact.
- We don't depend on claim system automation to trigger certain activities, like vocational services or nurse case review. Our claim experts actively monitor leave requests and recommend additional services as needed.
- We offer claimants the ability to direct deposit their claims payments.

Integrated solution

- Our comprehensive absence tracking is for more than just Family and Medical Leave (FML). It can also include: bereavement, jury duty, witness leave, military leave and company leaves of absence.
- We also offer ADA guidance to help you stay compliant with current laws.
- One intake triggers claim actions for all appropriate employee leave laws and benefits, including: FML and similar state leaves, Short Term Disability (STD) Income Insurance, Long Term Disability (LTD) Income Insurance and even Life Insurance Waiver of Premium. (Life, STD and LTD coverage must be with us.)
- For fully-insured Short Term and Long Term Disability coverage, we offer the ability to continue a number of voluntary deductions.
- If you offer additional programs, such as wellness, disease management or employee assistance programs; we refer claimants to these programs at the appropriate times.
- We will work with any Workers' Compensation carrier, providing a warm transfer and the tracking of Workers' Compensation claims.

Comprehensive reporting capabilities

- Our electronic employer notifications of leave requests/updates in real-time ensure you know the status of all claims all the time.
- Numerous reports are available, including return on investment reviews.

Consistent with your culture

We work to learn your company culture and terminology, and gather all related company policies to ensure we know where policies intersect. In addition, we offer complete customization of the initial absence letter in order to inform employees of everything they need to know. This provides your employees a consistent benefits experience.





The journey to retirement is not always met with a smooth road. Voya Employee Benefits can help your clients prepare for unforeseen life events by protecting their livelihoods and retirements through an array of employee benefit products.

By working with us, you benefit from:

- Solid insurance company ratings by the leading independent financial rating organizations illustrate we can meet our customer claims and guarantees.
- Products that can be built on an array of enrollment platforms or benefits administration systems.
- A diverse product portfolio that mirrors or enhances virtually any benefit plan.
- Convenient payroll deductions based on plan mode.
- Seamless support with a dedicated local account team.
- Prompt underwriting, efficient claims processing and more.
- A competitive, relationship-focused compensation program.

Our generalist approach offers a holistic view of your benefits challenges. This helps us create the solution that leverages the right mix of products and services.

 For more information, please contact your local **Voya Employee Benefits** sales representative. **Visit Voya.com to learn more.**

Voya Absence Resources services are provided by FMLASource®, a ComPysch® company.

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167544-07012018