



Voya Leave Management

Overview

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Voya Leave Management

It can be challenging to support employees that need time off work. Voya Leave Management can help to make the process easier, with fully-integrated leave management services for Short and Long-Term Disability administration*; Federal, State, and company-specific leaves; Paid Family Leave (PFL /PFML); and administration of Americans with Disabilities Act (ADA) leave. Voya Leave Management can deliver a high-touch, proactive customer service experience.

FMLA landscape

The Family and Medical Leave Act (FMLA) is nuanced and complex. The law places many requirements on companies to determine when an employee's circumstances qualify for FMLA leave and requires that employers demonstrate fair and equal treatment of all employees. Employers can be held accountable for inconsistent FMLA management which can result in regulatory or legal action.

Comprehensive FMLA solutions

Voya Leave Management services offer employers an alternative to internally administering FMLA. Our solutions aspire to reduce an employer's FMLA costs and liability risk through fair, accurate and consistent FMLA administration.

As part of our services, Voya Leave Management offers employers access to an online Portal and leave reporting. The reports that employers have access to supply the reason for the absence, return to work date, as well as a calendar of current and upcoming absences for each manager's team. Additionally, your employees will also have access to the online portal where they will be able to start a new claim, update an existing claim, access real time claim status, view remaining leave balances, upload documents and download forms, send a note to the Case Specialist, and access Federal and State regulations.

* Voya Employee Benefits-offered Short Term and/or Long Term Disability Income Insurance must be purchased in order for leave management services to be offered.





Americans with Disabilities Act (ADA) and Stay at Work (SAW) Solutions

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in several areas. Voya Leave Management can help employers comply with the ADA by managing leave of absence requests, accommodation requests, and Stay at Work (SAW) accommodations requests. Our services can further support employers by identifying absences that may require ADA analysis, and facilitating an interactive process to support leave and non-leave requests for accommodation.

Our SAW program is designed to support and assist employees in order to help them continue performing their job functions under the guidelines of the ADA. SAW is a proactive approach to providing reasonable accommodations that can help employees continue to perform the essential duties of their job when they are having difficulty as a result of a physical or mental condition or limitation. In some cases, it may eliminate the need for an employee to file for a leave of absence. The goals of this proactive program include helping employers:

- Reduce the time employees miss from work
- Lessen the amount of time spent by HR and managers managing absences
- Increase retention rate
- Save the expense of interviewing, hiring, and training new staff as a result of turnover
- Lessen the usage of overtime or temporary contract employment needed to fill the void
- Increase the productivity of co-workers and supervisors that have to provide coverage for those employees who may be out
- Keep the absent employee's health care benefits active which enables them to receive medical care and hopefully continue working

Integrated FMLA & ADA management

Voya Leave Management is dedicated to providing an integrated leave management experience and creating a seamless process for employees and employers. We offer administration of not only FMLA and ADA leave, but also offer administration of state Paid Family and Medical Leave (PFL / PFML). Appropriate leave types are identified during the intake process, which makes the process easier for employees. We can provide guidance to encourage administration that happens in accordance with regulatory requirements. We work to keep employers up to date on any state or federal regulation changes that may affect their employee population.

Service highlights

Employers will appreciate our combination of technology, processes and services that provide integrated absence and disability solutions. Additionally, employees will work with our compassionate intake staff who will guide them through the portal, help them set up leaves of absence, and make sure they understand their leave options under the law and your benefit plan. Our team is committed to offering exceptional service that can help your employees—and you—experience a little less stress during what may already be a difficult time. Our service highlights include the following.

Streamlined claims management offers:

- Job protection, disability benefits, work accommodations, and Stay at Work all managed in one place
- One assigned Case Specialist to manage all leave types
- Online or telephonic intake with guided reflective intelligent pathing questions
- Tracking of remaining leave time
- Links to other employer programs (i.e. Employee Assistance Programs (EAPs), health programs)
- In-house medical and vocational consultants

High touch customer service offers:

- Caseload sizes that enable Case Specialists to focus on personalized customer service
- Case Specialists that call employees within 48 hours of the receipt of claim notification, to share their contact information, and explain next steps
- A reduced need for forms when/if possible, through our outreach to health care providers via the telephone
- Proactive communication that keeps employees informed and can reduce questions to an employer's human resources department
- In depth implementation support for the employer that includes guidance on FMLA requirements, employee eligibility, and review of company policies
- Highly experienced Absence & Disability Senior Managers that can provide ongoing support and guidance to employers

Innovative technology that is compliant with federal and state regulations offers:

- A 24-hour online Portal that is accessible by most mobile devices and provides real time claim status and robust reporting tools
- One touch access to Federal and state regulations on the Portal
- The ability for the employee or employer to send the Case Specialist a note and download or upload forms
- Automated eligibility decisions within the designated timeframe
- System driven tasks to complete the required steps
- Customizable integrated communications and reporting

Voya Leave Management services are provided by Disability RMS, Inc.

Insurance products are issued and underwritten by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Voya Employee Benefits is a division of ReliaStar Life Insurance Company. Product provisions and availability may vary by state.

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