

Voya Leave Management

Your Guide to Navigating
a Leave from Work



Get personalized help throughout your time away

During your leave, a Voya Leave Management Case Specialist will be in touch to help you understand your leave and answer any questions you have throughout the process.

What should I expect when I file a claim with Voya Leave Management?

Our team is committed to offering exceptional service that can help you experience a little less stress. Our compassionate intake staff will help you set up your leave of absence, and make sure you understand your leave options under the federal and state laws and your specific benefit plan from you employer.

1. Your first step is to call to report your leave. An intake specialist will explain your leave (and your short term disability coverage, if you'll be using it) and answer any questions you may have.
2. The intake specialist will confirm if you are eligible for leave. If so, they'll begin the claim process.
3. You'll be assigned a dedicated Case Specialist for you to work with throughout the duration of your leave and your Short Term Disability claim, if applicable.
4. You'll receive a packet of information that will detail your rights and helps you understand next steps for your claim. If applicable, you'll also receive employer specific resources.
5. Once you provide your authorization, we'll contact your treating doctors so that they can provide the required information we'll need to make a claim decision.

ReliaStar Life Insurance Company (Minneapolis, MN) and
ReliaStar Life Insurance Company of New York (Woodbury, NY),
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6. After a decision is made about your claim, your Case Specialist will give you a call. They'll let you know the decision and any requirements you'll need to meet during your leave. They'll also answer any questions you may have.
7. Your Claim decision letters and short term disability claim decision letters will be combined when applicable.

Service Highlights

Our customer service offers:

- Personalized service from our Case Specialists, including a call within 48 hours after receiving your claim. During this call, they'll share their contact information and explain next steps.
- Proactive outreach to health care providers, which means you'll fill out less forms.
- Regular communication to keep you informed during your leave.

Streamlined claims management offers:

- Intake questions conducted online or over the phone.
- One assigned Case Specialist, even if you have more than one type of leave.
- Tracking of how much leave you have remaining.
- Links to other employer programs that might be helpful like Employee Assistance Programs (EAPs), or other health programs.

Innovative technology in a 24-hour portal that allows you to:

- Get real-time claim status and reporting tools through your mobile device.
- Send your Case Specialist a note.
- Download or upload forms.

Who is eligible?

You're eligible for FMLA if you've:

- Worked for your employer for 12 months and worked 1,250 hours during the 12 months prior to the start of leave; and
- Worked at a location where your employer has 50 or more employees within 75 miles.

*These are the minimum federal requirements for employers. Many states offer additional leave protection options which are taken into account when you request leave under FMLA.

Voya Leave Management will keep you connected as you step away from work.

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

Insurance is issued by ReliaStar Life Insurance Company, (Minneapolis, MN), and ReliaStar Life Insurance Company of New York (Woodbury, NY). Within the State of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product availability and specific provisions may vary by state and employer's plan.

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What is the Family Medical Leave Act (FMLA)?

If you have specific family or medical reasons that require you to take a leave from work, the Family Medical Leave Act (FMLA) lets you take that leave unpaid, while protecting your job. The length of leave will vary for each situation. As an example, as an eligible employee you may be entitled to:

- Up to 12 work weeks of leave in a 12-month period for:
 - The birth of a child and to care for the newborn child within one year of birth.
 - The placement of a child for adoption or foster care and to care for the newly placed child within one year of placement.
 - To care for the employee's spouse, child or parent who has a serious health condition.
 - A serious health condition, such as a disability, that makes the employee unable to perform the essential functions of his or her job.

Any qualifying event/emergency arising out of the fact that the employee's spouse, son, daughter or parent is a covered military member on "covered active duty".

- Twenty-six work weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent or next of kin (military caregiver leave).

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