

How to submit a leave of absence claim



Here is what you need to know about leave of absence claims.

Submit a leave of absence claim when:

- You need to be absent from work to care for a family member who has a serious health condition.
- You need to care for a child due to birth, adoption or foster care placement.
- You need to be absent from work for a qualifying leave arising out of the fact your spouse, child, or parent is on a covered active duty (or has been notified of an impending call or order to covered active duty) in the Armed Forces.
- You need to care for your spouse, child, parent or next of kin who incurred or aggravated a serious illness or injury in the line of duty in the Armed Forces, including National Guard or Reserves. This includes a veteran who was a member of the Armed Forces any time within five years prior to the date of medical treatment, recuperation or therapy for such illness or injury.
- You need to take personal leave.
- You need any other type of leave that may be covered by applicable state leave laws.

Submit a leave of absence and Short Term Disability (STD) claim when:

- Your physician has determined you are unable to work due to illness, injury or pregnancy.
- It's 7 days or more in advance of a planned medical absence, such as a scheduled surgery or an expected pregnancy leave.

How to report your leave of absence:

1. Notify your supervisor of your need for leave within 7 days from the start of your leave of absence.
2. Call Voya Leave Management at **1-888-973-3652** or log online to www.trackingabsence.com/eeep
 - Your information will be verified by a Case Specialist who will initiate the leave process and answer any questions you may have.
 - You will be notified of the status of your leave claim once it has been processed.
 - If your leave is eligible for STD, we will provide direction on what to do.

How to report hours for intermittent leave:

If you have been approved for an intermittent leave, you are required to report any leave hours used. You must:

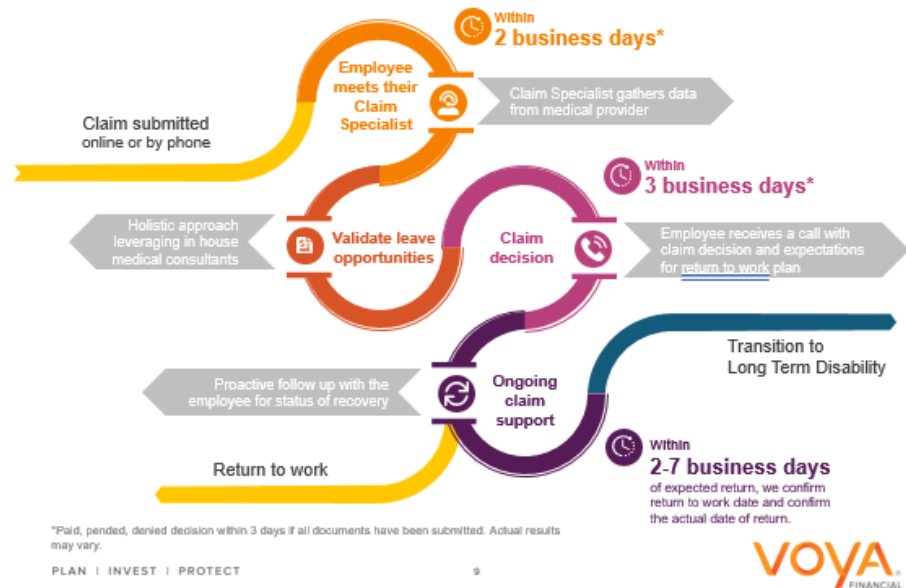
- Contact your supervisor as soon as you know you will be out of work due to your intermittent leave.
- Contact Voya Leave Management to report each time you use intermittent leave hours.
- Report your time on the Online Portal at www.trackingabsence.com/eeep/.

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

When will a decision be made about my leave request?

When all necessary documents have been received, you'll receive a paid, pending, or denied decision **within 3 business days**.*

How it works: The STD with FMLA process



FMLA is a United States federal law, which provides you with job protection but does not pay you any benefits. STD coverage is available through your employer and provides you with benefits to replace a portion of lost income but does not protect your job for your return.

* A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate of insurance and riders.

What if I am out of work a long time?

STD coverage is intended to provide financial protection for a disability lasting a few weeks to a few months.

Your Case Specialist will stay in touch with you, your physician and your employer as needed to monitor the progress of your medical condition. With a more serious condition, you could experience longer-term inability to work that extends beyond the maximum benefit period of your STD coverage.

If that is the case, we will refer you to someone who can help you apply for the benefits that may be available to you through such coverage as Long Term Disability (LTD)

Insurance and/or Social Security Disability Insurance (SSDI).

What happens if I disagree with the decision regarding my claim?

We're committed to ensuring that your claim is reviewed in a fair and efficient manner, based applicable leave provisions and/or your group policy documents.

For FMLA claims, you can contact your Case Specialist with any questions or concerns you may have.

If you file an STD claim and we determine that STD benefits are not payable, you have the right to request additional review. See your Certificate for more detail.

What if I have more questions?

You can contact your Case Specialist directly or call our toll free number at **1-888-973-3652**.

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A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate of insurance and riders. Disability Income Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies.

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212177-06302021

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