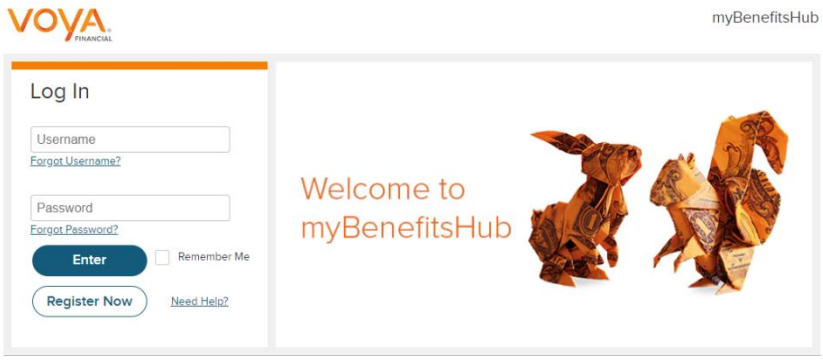
myBenefitsHub

Portal Guide

Managing and understanding your benefits can be difficult. This is why we designed our online platform, myBenefitsHub, to deliver a secure, consistent, and personalized user experience that strives to keep you connected to your benefits. This portal guide describes what kind of options are available on the portal.

How to register

1. Visit mybenefitshub.voya.com or scan the QR code below and click **Register Now** to create an account.
2. To verify your identity, you'll receive a code via the email or mobile phone number on file with us. (If no email or mobile phone number is on file, a PIN can be mailed to you.)
3. Once verified, you can create permanent login credentials and update your login verification preferences.
4. You have the option to register your device to make logging in easier.
5. When logging in later, you will be asked to enter a code (text message or email) along with your permanent login credentials.



Scan to visit myBenefitsHub

Portal features

With the many features available on myBenefitsHub you will be able to:

- Access a summary of your Supplemental Health Insurance enrolled coverages
- Start a new Supplemental Health Insurance, Disability or Leave claim and check a claim's status
- Get help with FAQs
- Upload forms or other documents
- Send your dedicated leave Case Specialist a note
- Download medical certification or authorization forms
- Learn about federal and state regulations that apply to your leave
- Add time to a claim or claim a day taken on your approved intermittent leave
- See remaining time you have for each leave

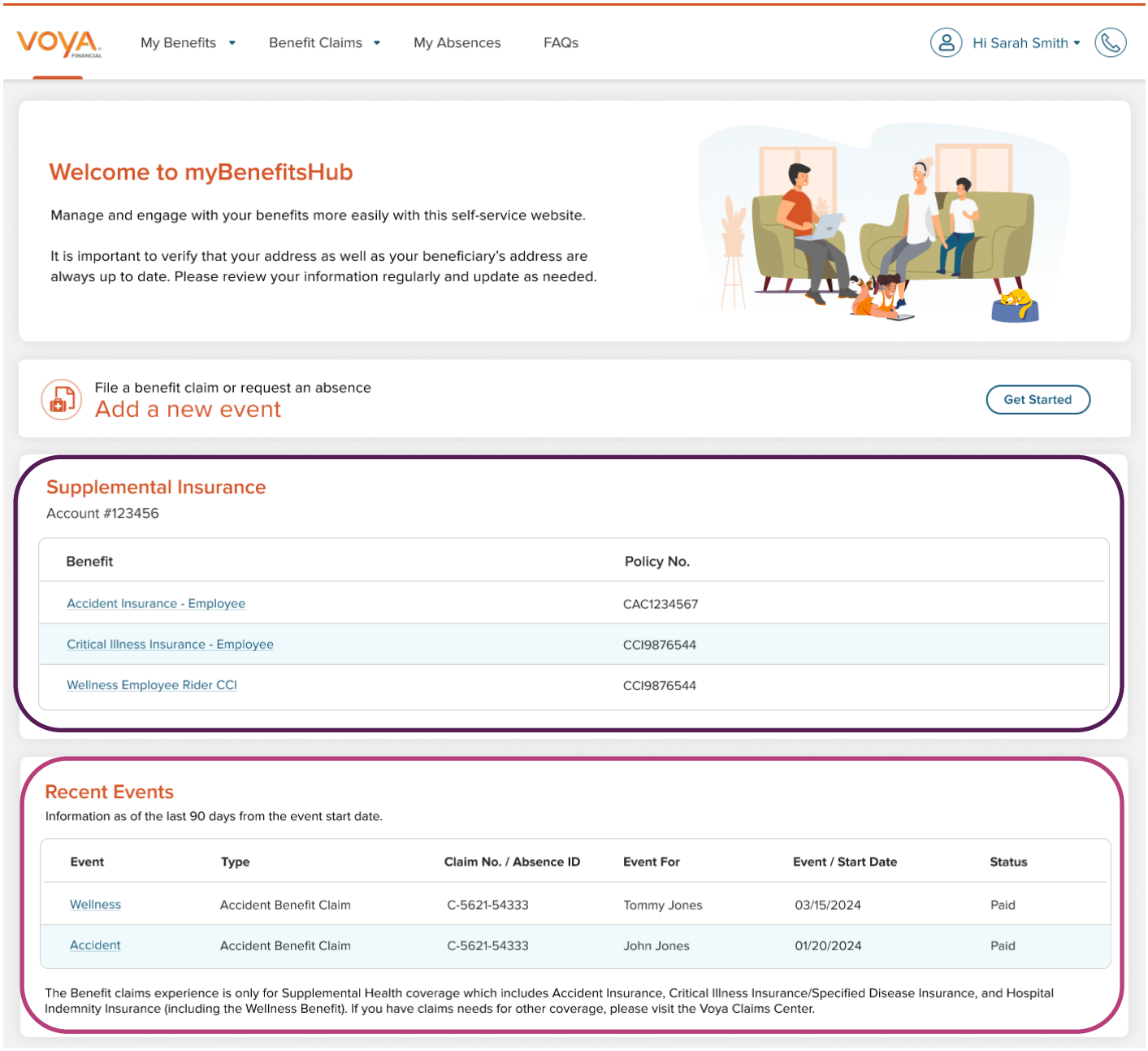
ReliaStar Life Insurance Company (Minneapolis, MN),
a member of the Voya® family of companies

Homepage

After you login to myBenefitsHub, you'll reach the homepage where you can see an overview of all your enrolled benefits and can select a specific coverage to get more information. If you have existing claims, you can access more information about them under Recent Events. Please note these screenshots are for illustrative purposes only and your experience my vary based on your enrolled coverages.

Need assistance?

For registration and login questions, please contact **1-855-784-5348** Monday – Friday, 9 a.m. – 8 p.m. EST.



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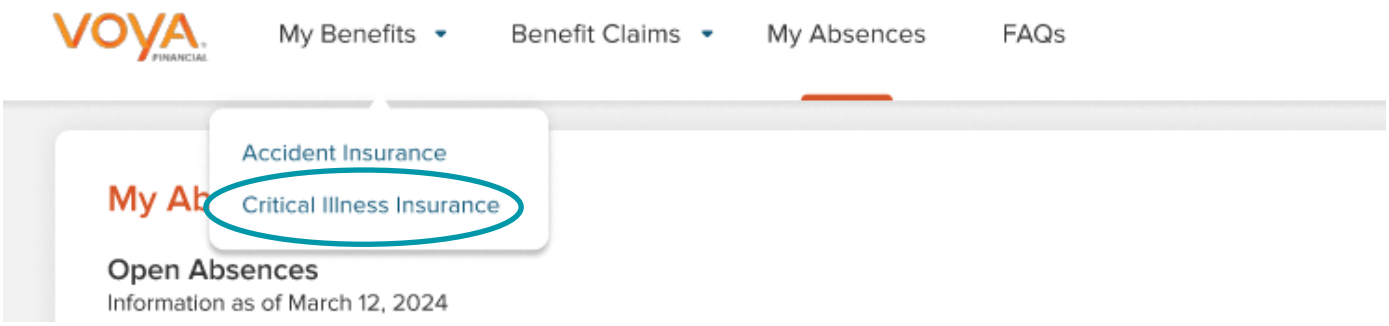
Supplemental Health Insurance coverage information

A list of the Supplemental Health Insurance coverage(s) you are enrolled in will appear under the My Benefits dropdown. You can click the product to learn more about the coverage(s), access coverage information and view coverage amounts.



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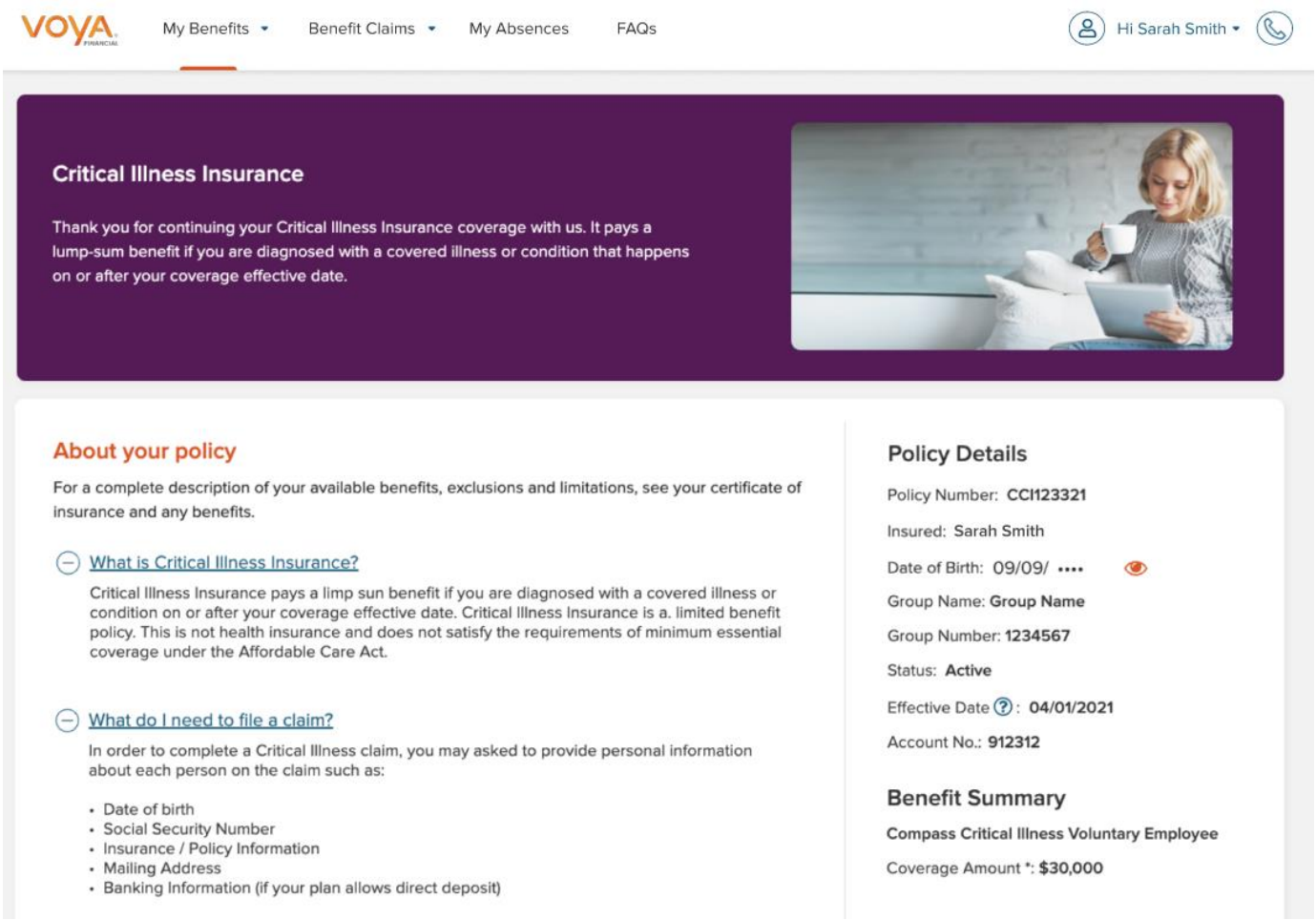

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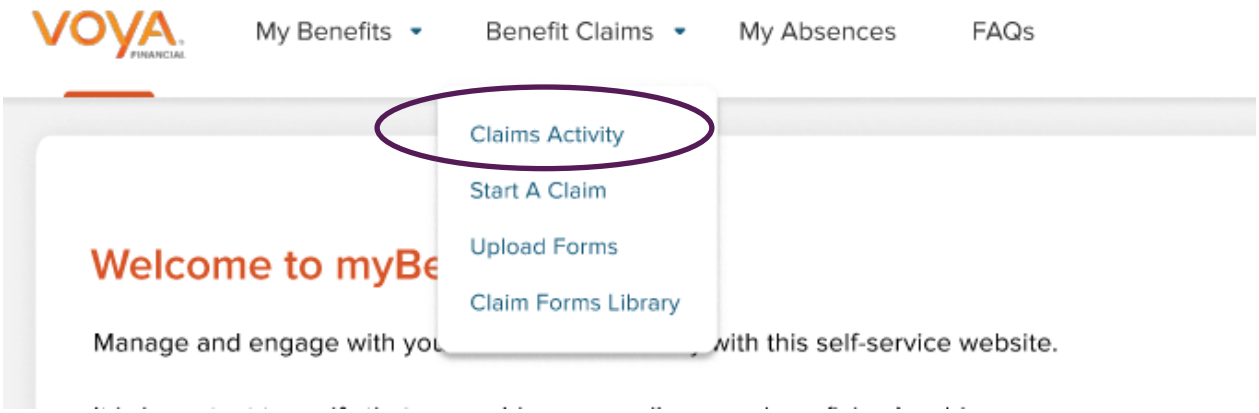
Supplemental Health Insurance claims

Under Benefit Claims you can view Supplemental Heath Insurance claims activity, start a claim and upload forms.



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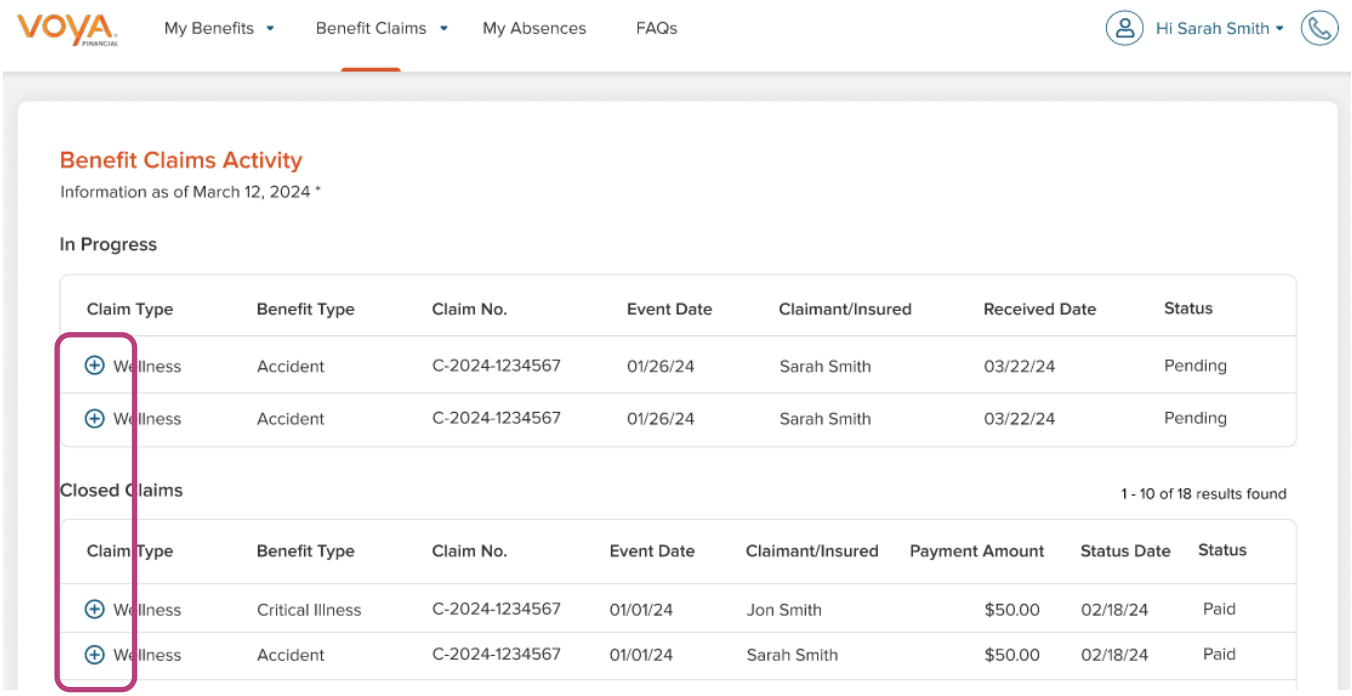
Track a Supplemental Health Insurance claim

Under the Benefit Claims dropdown select Claims Activity to view Supplemental Health Insurance claims activity including claim number, status and claim type. You can click the “+” sign to expand the box for more information and to get details on your tracked claims.



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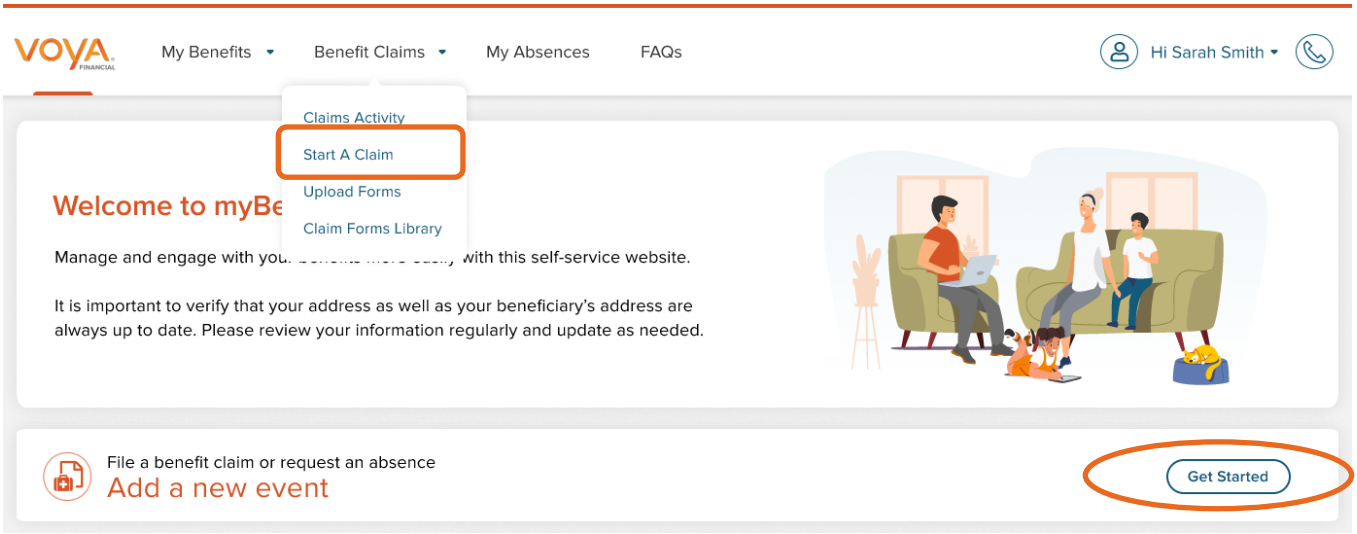
Supplemental Health Insurance claims support

For Accident, Critical Illness/Specified Disease, Hospital Confinement Indemnity and Wellness/Health Screening Benefit claims help please contact 877-236-7564, 9:00 a.m. - 8:00 p.m. EST Monday – Friday.

Start a Supplemental Health Insurance claim

To file a Supplemental Health Insurance claim, select Start A Claim under the Benefit Claims Dropdown. You can also select Get Started from the homepage to file a Supplemental Health Insurance claim or a Leave of Absence. You will be prompted to gather a few pieces of information before you begin and there will be a progress tracker at the top of the screen to help guide you. Once you are finished, submit your claim and use the claims activity tracker to track your claim status at anytime.



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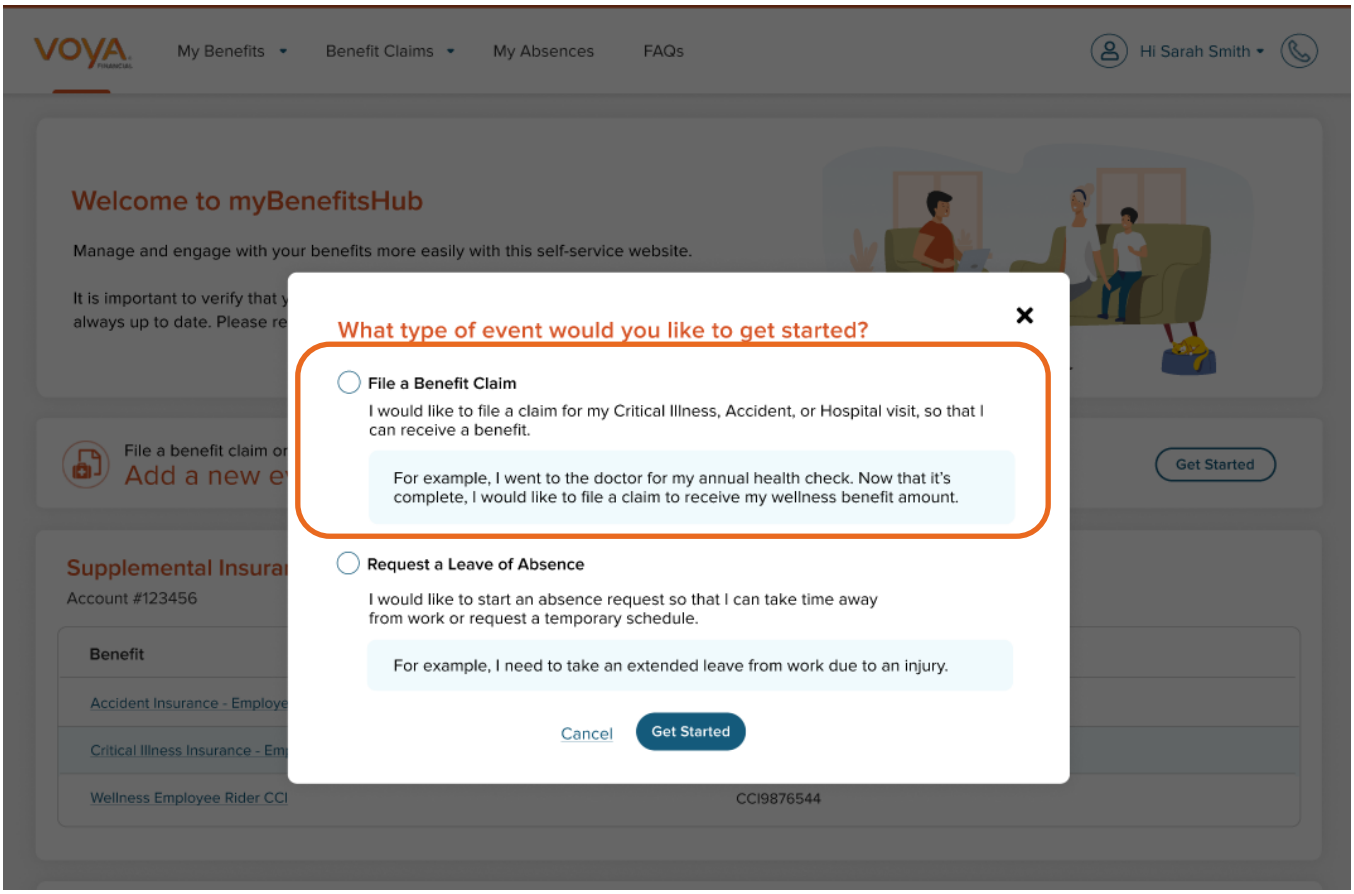

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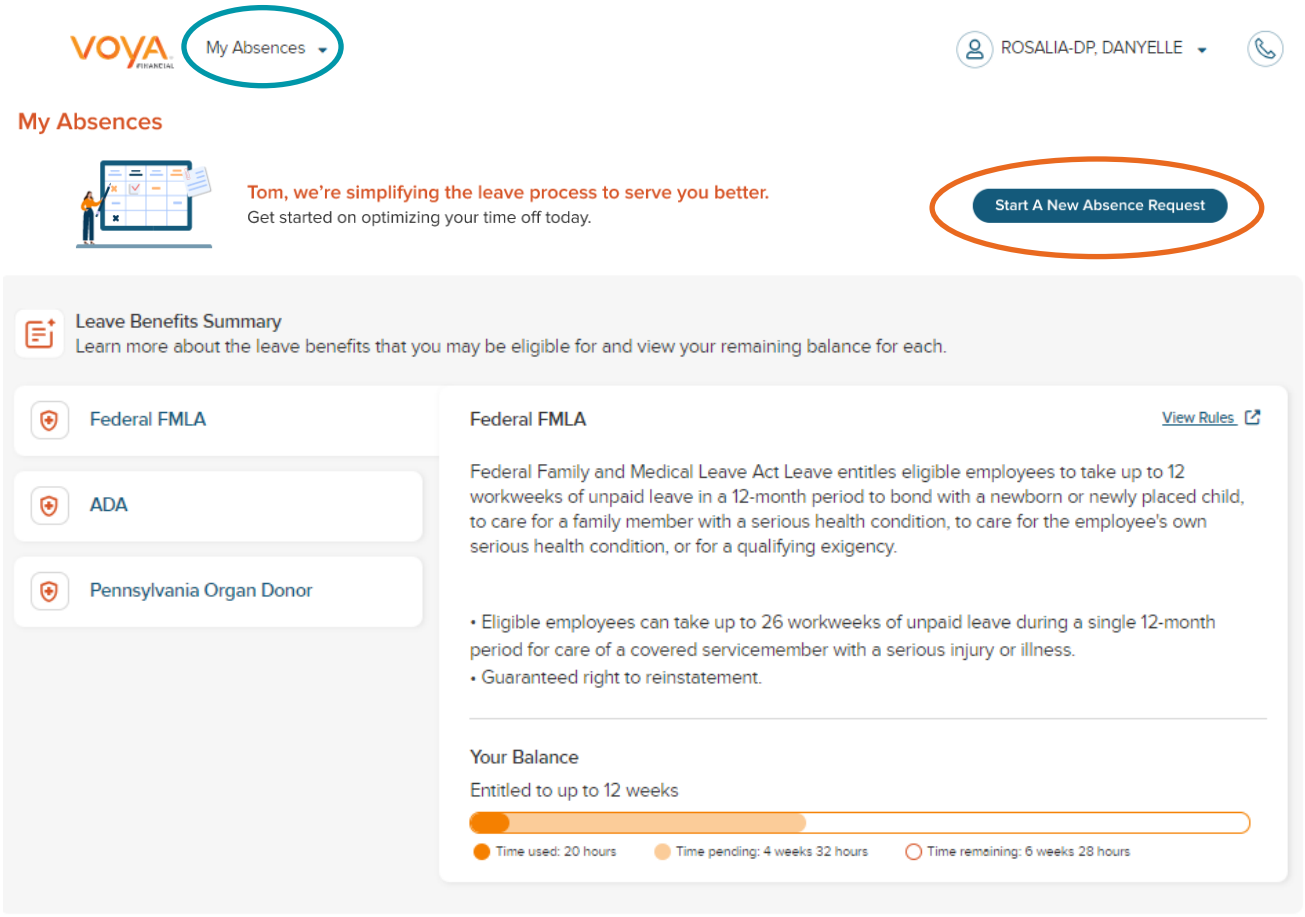
Leave benefits summary

If you need to be away from work, you can view all your employer's leaves we administer by selecting My Absences from the top menu bar. You can browse through the leaves available to learn more about what you may be eligible for.



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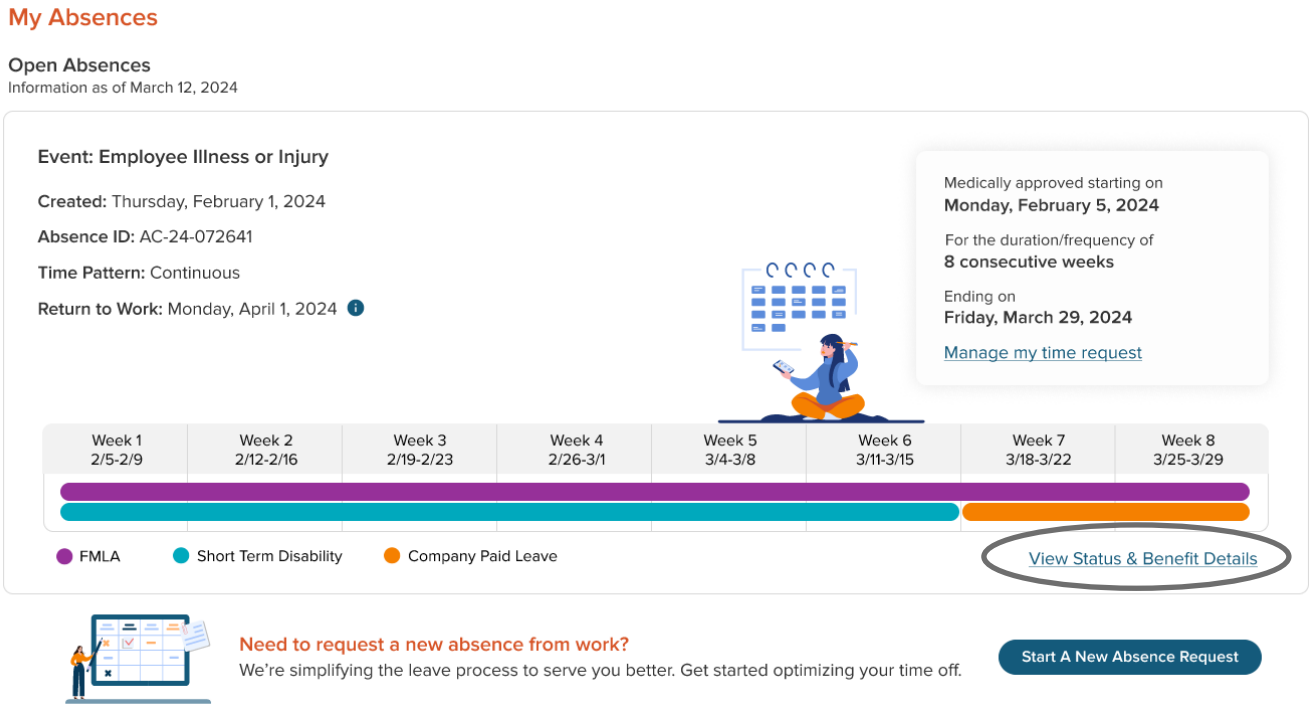
Creating a leave of absence and/or Short Term Disability Income Insurance claim

Follow the steps below if you need to request a leave of absence or Short Term Disability Income Insurance claim:

1. Select Start A New Absence Request.
2. You will then provide details about your claim by following the questionnaire. This should take around 5 – 10 minutes to complete. Any field that does not have an asterisk (*) is an optional field that can be left blank or filled out later.
3. Review your claim information at the end of the questionnaire before accepting the terms and conditions.
4. Submit your request.

View your open claim

Once you have submitted your claim, you can view the status of your leave claim (and short-term disability claim if appliable) by selecting My Absences from the top menu bar. There will be a graphic that outlines the potential leave types in your leave claim and their duration.



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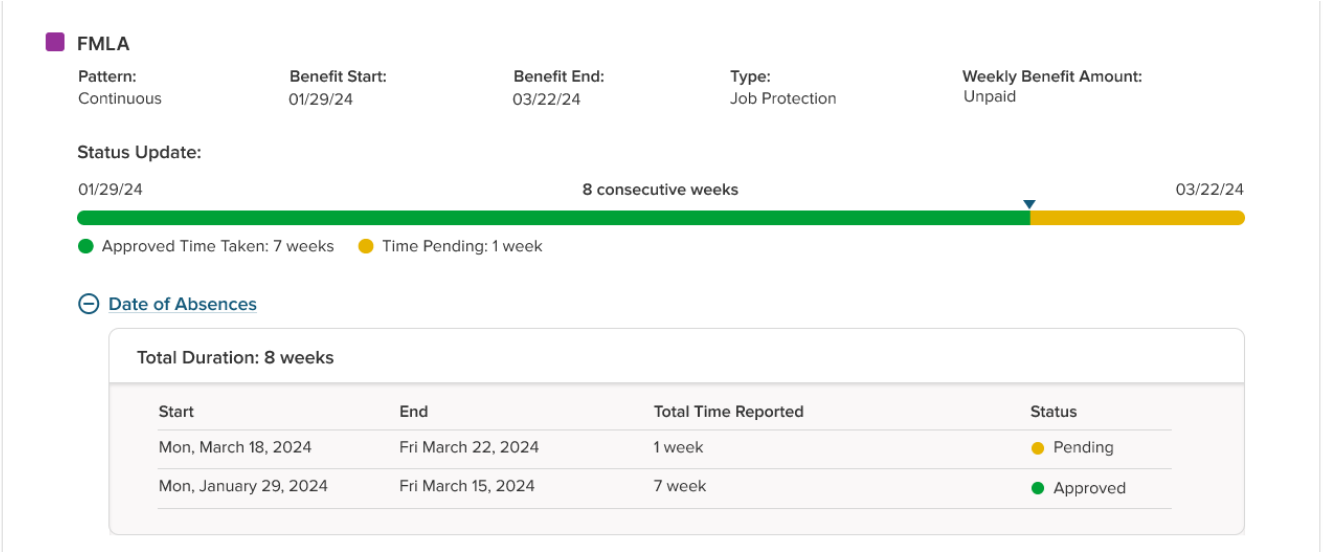
Absence details

When you select View Status & Benefit Details, you can view more information about your claim such as:

- Full details of your leave broken down by leave type (including short-term disability, if applicable)
- Explanation of your leave's category ex: Job Protection, Income Protection, etc.
- Current status of your leave(s) i.e. Approved Time, Time Pending
- Make any updates to your claim under Manage my time request



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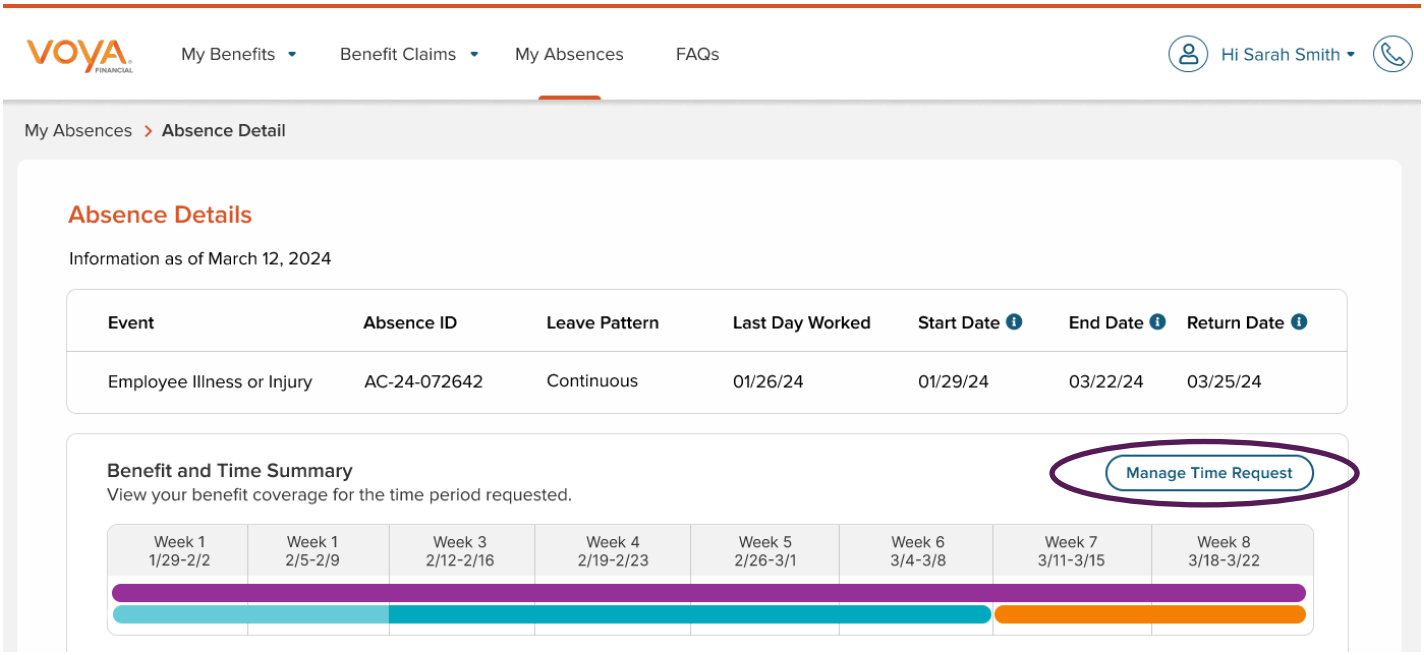
Modify your open claim

After selecting Manage my time request, you will have access to details about your absence. To modify your absence, select Manage Time Request. You will then be presented with options to add time to your request, change add or change your return to work date or cancel your absence request.



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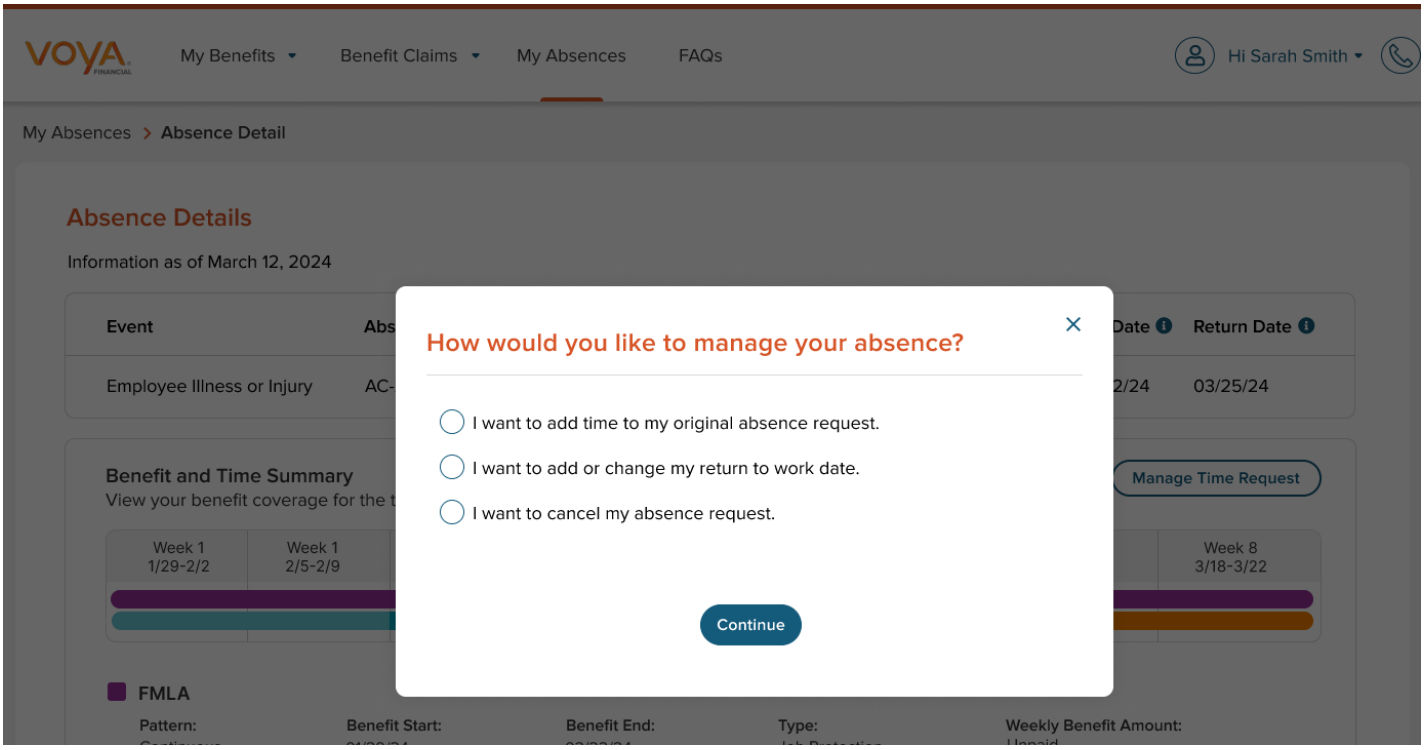

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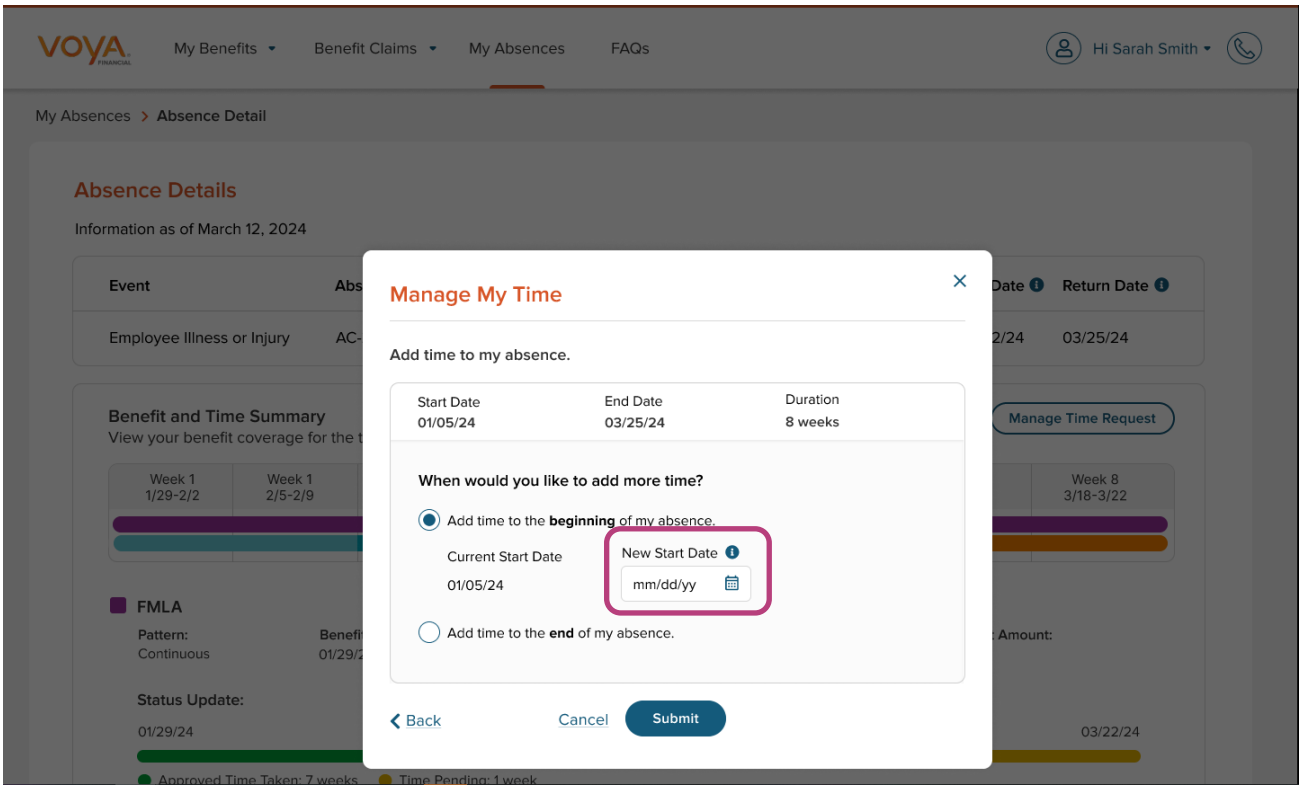
Add time to your original absence request

You can change the start or end date of your absence by selecting the appropriate radio button and manually entering the new date or clicking the calendar icon to get a month-by-month view.



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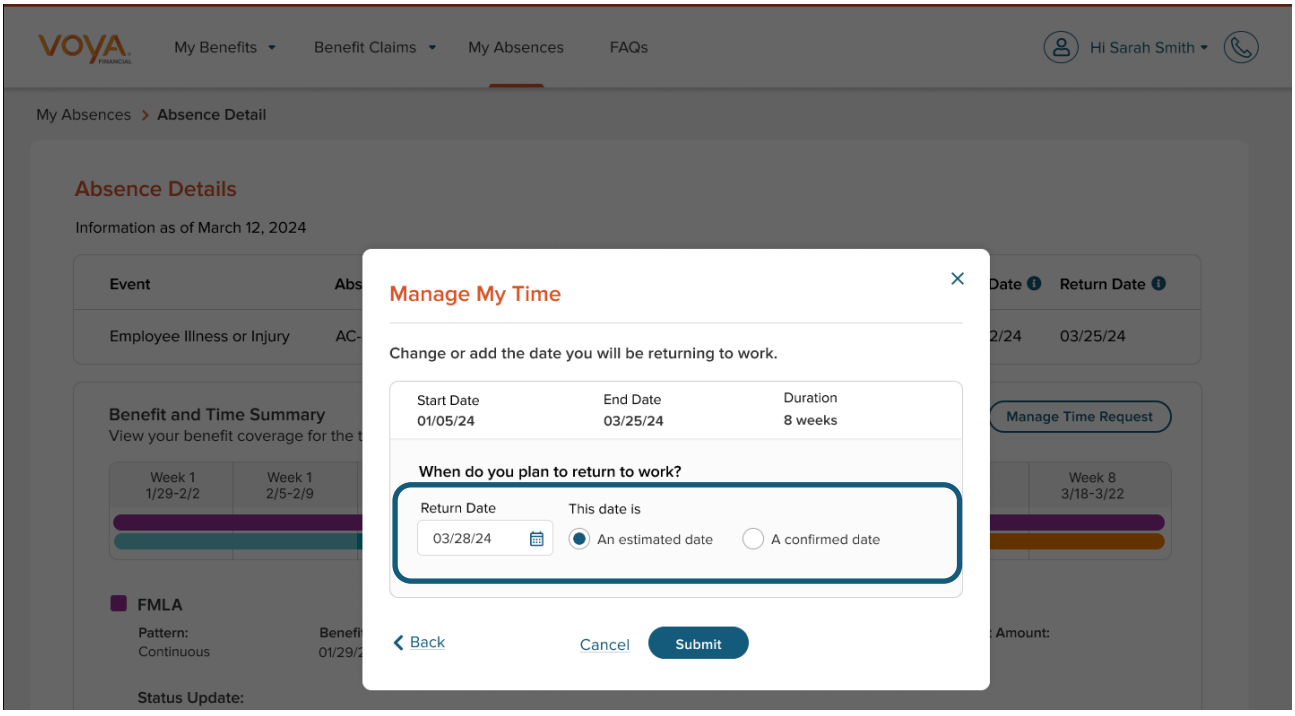
Add or change your return to work date

If you didn't provide a return to work date when you submitted your original absence or only provided an estimated date, you can use this screen to provide an estimated or confirmed return to work date.



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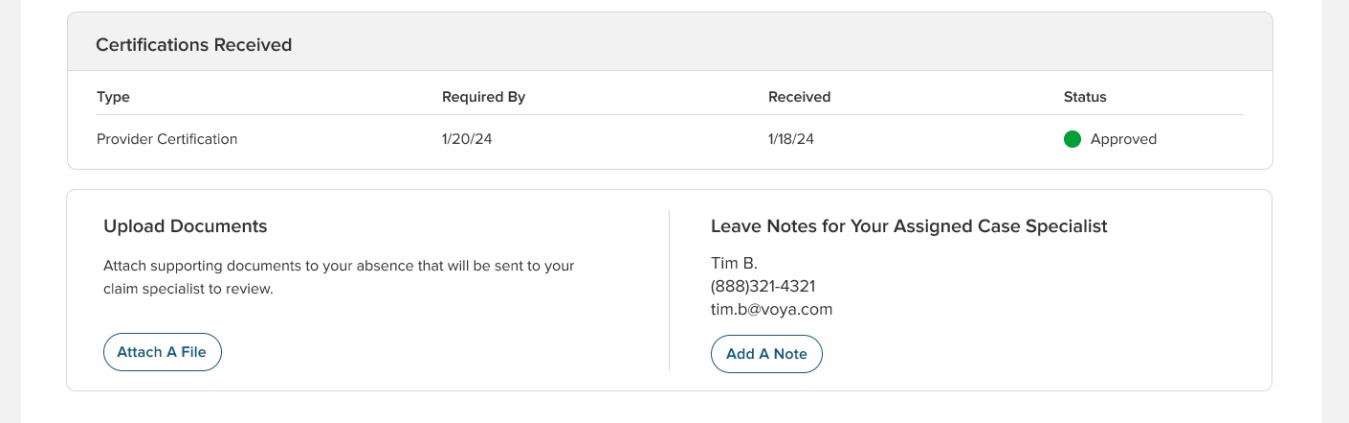
Other helpful information

When you're in viewing the Absence Details, you can scroll down to the bottom of the screen to view the following features:

- Any documents we have received, date received and status
- Upload any supporting documents for your Case Specialist to review
- View your assigned Case Specialist's contact information and send them notes directly



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Need more leave information?

Our leave Case Specialists are quickly accessible to answer your questions and provide information regarding your leave of absence or disability claim. Please contact us for assistance in filing a claim, to ask questions about a claim, or to send documentation.

Telephonic Intake Dept.

888-973-3652 (FMLA)
Hours: 8AM - 6PM EST
Mon - Fri

Other questions

Contact Center
888-305-0602
Hours
8 AM - 8 PM EST Mon - Fri

Email and fax

claims@yourbenefitexpert.com
888-305-0605

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

This is a summary of benefits only. A complete description of benefits, limitations, exclusions and termination of coverage will be provided in the certificate of insurance and riders. All coverage is subject to the terms and conditions of the group policy. If there is any discrepancy between this document and the group policy documents, the policy documents will govern. To keep coverage in force, premiums are payable up to the date of coverage termination. Insurance is issued by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Availability and provisions may vary by state.

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