



Voya Leave Management

Product capabilities

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Voya Leave Management

Employers may find administering their workforce's leave program a complex and daunting subject. In addition to adhering to their own company leave policies, employers must comply with federal and state provisions, as well as constantly monitor pending legislation. Voya Leave Management can give employers tailored solutions integrating leave management services with disability administration and supporting employees during their time away from work.

Comprehensive leave solutions

Voya Leave Management offers a high-touch, proactive customer service experience to employees with the following offerings:

	Core offering	Additional offerings
 Federal leave	Family and Medical Leave Act (FMLA) Uniformed Services Employment and Reemployment Rights Act (USERRA)	Americans with Disabilities Act (ADA)
 Statutory leave	State unpaid leave laws	Statutory Paid Family Medical Leave (PFML) laws
 Company leave		Company-specific leaves i.e. bereavement, parental/bonding, sabbatical

Core offering

Family and Medical Leave Act (FMLA)

FMLA is a federal law providing eligible employees with unpaid, job-protected leave for specific family and medical reasons as well as qualifying events or emergencies for an employee's spouse, child, or parent if they are a covered active-duty military member. This support is part of the foundational Voya Leave Management offering.

Uniformed Services Employment and Reemployment Rights Act (USERRA)

To compliment FMLA, USERRA protects military service members with prompt re-employment in their civilian jobs after they return from duty. Navigating the nuances of this law can be challenging, which is why this service is a staple in our offering.

State unpaid leave laws

Rounding out the offering, our support for state unpaid leave laws can ease employers' administrative burden in managing employee leaves, especially if their organization's operations span multiple states.

Additional offerings

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities in everyday activities. Voya Leave Management provides two levels of ADA services:

Level 1: Leave as an accommodation

Our in-house medical and vocational professionals provide handle case intake, information gathering, determination, and employer guidance for scenarios that qualify for leave under the ADA.

Level 2: Accommodation management (leave and non-leave)

In addition to reviewing any leaves as in level 1, we will handle requests for any accommodations other than leave, such as return to work adjustments (i.e. sit stand workstation).

Statutory Paid Family Medical Leave (PFML) laws

Several states have enacted their own PFML laws and more states are in the process of formalizing their own regulations, which can make the leave landscape challenging for employers. If an employer decides to sponsor their own private plan, Voya Leave Management can assist in navigating the nuances in PFML laws.

Company-specific leaves

In addition to federal and state level leave requirements, Voya Leave Management can also support leaves that are unique to individual employers, such as bereavement, parental or bonding leave, or sabbaticals.

* 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.

How the process works

Our leave and disability management services are integrated to provide a seamless and coordinated approach to employee absences. Our leave claims process provides employees with a single point of contact, whether they are only going on leave or requesting a leave with disability insurance claim.

An online employee portal is also part of our experience so employees can submit claims at anytime, which can help streamline the leave management process and improve efficiency. Whether employees choose a telephonic or online claims process, they can opt into text or email notifications for claims status updates on the go.

Initial Intake

Intake is conducted by telephone or online and takes 10 minutes. Dynamic scripting allows us to ask questions specific to the reason for leave. We then auto-evaluate legislative and regulatory requirements based on the eligibility file feed and the claim is assigned to the claims team.

Claims Specialist Introduction (within 2 business days)

Within 2 business days, the assigned Case Specialist will call the employee to review the leave types they are eligible for, provide next steps in the process, answer any questions, and provide the employee with their direct contact information. As part of our process, the Case Specialist will cover all of the details of the letter that will be sent to the employee to ensure there are no surprises.

The Case Specialist may reach out proactively to the employee's provider to obtain any supporting documentation for their claim. Employees will also be informed if their Case Specialist are unable to obtain the necessary information on their behalf.

Claims Decision Made (within 3 business days)

Within 3 business days of receipt of a complete claim, we will assess the claim holistically, leveraging our in-house medical and vocational consultants as needed, and render a decision or pend the claim for any additional information needed. The Claims Specialist will call the employee to provide details of the decision and thoroughly explain next steps.

Return to Work Check In

The Claims Specialist gets in touch with the employee approximately one week prior to their anticipated return to work date to confirm that action. If an employee need to be out of work longer than expected, the Case Specialist will assist with obtaining updated medical information to support to extension.

Change to Long Term Disability (LTD)

If an employee remains out of work through the duration of the Short Term Disability plan, an update from their treatment provider is needed. Once received, their Case Specialist will move their claim to LTD for review.

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Bringing value to your organization

Voya Leave Management helps support both employees and employers during a leave of absence by keeping everyone connected and reducing the administrative obstacles throughout the whole process. Below are just some of the ways that we deliver value to employers and employees.



Employers Can Expect:

- Proactive reach out on the expedited claims decision process.
- Integrated Short Term Disability and leave system updated simultaneously.
- Customizable communications aimed at reducing questions for HR teams.
- Robust online portal and reporting capabilities.
- Education for their employees promoting available resources if applicable, such as Employee Assistance Programs (EAPs) and other health programs.
- Application Programming Interface (API) services available to automate leave decision process with Workday¹ and other enrollment technology platforms, automatically updating employee profiles. Additional time savings can be experienced if multiple employees are taking and returning from leave.



Employees Can Expect:

- Outreach via phone call to employee and physician within 2 business after receipt of a new claim.
- A single Claims Specialist that handles the entire claims process, even if there is more than one type of leave.
- Regular communication to keep employees informed during leave, including reminders of how much leave is remaining.
- Updates and decisions delivered by phone call, text message, or email prior to sending letter.
- A 24-hour portal that allows employees to get real-time claims statuses and reporting tools on their mobile device, send their Claims Specialist a note and download or upload forms.

Ready to learn more? Contact to your Voya Sales Representative for more information.

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

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