

Coordination, consistency, compliance.

Americans with Disabilities Act
(ADA) administration.



Coordinated absence management program.

New York Life Group Benefit Solutions can help your organization and your employees realize the full potential of integrated absence management. NYL GBS Leave Solutions is a key part of that process, enabling employers of all sizes to effectively manage employee leaves and keep workforce productivity and costs on track – with efficient, reliable, and consistent experiences across every touchpoint.

We start by helping you administer Family and Medical Leave Act (FMLA) absences.

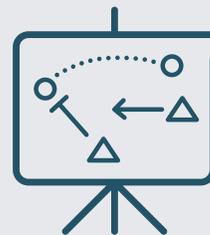
Effective absence management goes beyond the requirements of FMLA. At Group Benefit Solutions, our holistic approach encompasses other leave types, including those permitted under the ADA. There's no better way to improve compliance, optimize outcomes, and offer employees financial protection, well-being and peace of mind.

Meeting the needs of employers:

- **Coordinating leaves.** An employee's FMLA-qualifying serious health condition may also qualify as a disability under the ADA, or qualify the employee for leave under a state-specific leave law.
- **Recognizing when an employee requests a reasonable accommodation.** Employees may be entitled to leave as an ADA reasonable accommodation if they are not eligible for FMLA.
- **Establishing a consistent process.** The Equal Employment Opportunity Commission (EEOC) has increased its focus on ADA enforcement. Discrimination settlements have become more prevalent.

Workplace absence is costly – compliance is key:

- Workplace absence costs a total of \$226B for U.S. companies each year¹
- Both FMLA and ADA lawsuits are on the rise²
- ADA charges make up 33% of all EEOC lawsuits³



Employers can take proactive steps to help minimize risk.

A coordinated absence management approach can help.



GROUP BENEFIT
SOLUTIONS

ADA administration – designed to meet your needs.

Our comprehensive, fully-connected ADA administration provides end-to-end coverage, a consistent and compliant process and improved outcomes designed to help optimize your workforce's health/productivity and increase savings through:



- Consistent identification and tracking of ADA events
- Notification management and information collection
- Support and recommendations to help navigate the interactive process
- Employee vocational support
- Workplace accommodation/modification request implementation (with covered equipment costs)
- Flexible processing options for an employee's requested accommodation when the disability is known or obvious
- Expedited review process
- Value-added employee programs and services at no additional cost*

The best absence administration needs to be flexible so that it aligns with your needs and the needs of your employees. That's why NYL GBS offers a tiered ADA solution with two levels of service – giving you the ability to choose your preferred type of engagement and support.

Tier I – Process administration

Consistent identification and application for potential ADA events and targeted vocational support.

Tier II – Collaborative process administration

Proactive vocational support for all workplace accommodations and help with complex leave requests.



For more information about a coordinated absence management program, contact your Group Benefit Solutions representative or broker today.

* These programs are NOT insurance and do not provide reimbursement for financial losses. Some restrictions apply. Programs are provided through third party vendors who are solely responsible for their products and services. Full terms, conditions and exclusions are contained in the applicable client program description, and are subject to change. Program availability may vary by plan type and location, and are not available where prohibited by law.

1. Ferguson, G. "Absenteeism costs employers billions of dollars every year," <https://exclusive.multibriefs.com/content/absenteeism-costs-employers-billions-of-dollars-every-year/retail>, Sept. 2020.
2. Annual Statistics of the Administrative Office of the United States Courts. "Civil cases commenced, by basis of jurisdiction and nature or suit, during the 12-month periods ending June 30, 2019 and 2020." March 2021.
3. U.S. Equal Employment Opportunity Commission (EEOC), "EEOC Litigation Statistics, FY 2020, Jan. 2021."

New York Life Group Benefit Solutions does not engage in the interactive process which is the sole responsibility of the employer. New York Life Group Benefit Solutions absence management programs are not intended as legal advice and do not provide a legal opinion on any specific facts or circumstances. You are urged to consult a lawyer concerning your own situation and any specific legal questions you may have.

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