

# New York Life Absence Assist<sup>SM</sup>



## Serving employers and employees with a simpler, human-centered approach.

New York Life Group Benefit Solutions (NYL GBS) is dedicated to Putting Benefits To Work For People<sup>SM</sup>. That means offering flexible absence administration, consultative guidance, and personalized support, including clinical teams and experts to help improve outcomes, reduce absence, and ensure compliance. Look to us for caring guidance and comprehensive solutions.



Full suite of capabilities



Expert teams connect-the-dots



Easy-to-use digital portal

## Your choice of benefit offerings

### Look to us for consultative support.

With New York Life Absence Assist<sup>SM</sup>, you have consultative experts who can help you build a comprehensive program to meet federal and state regulatory compliance requirements. With a broad range of leave and disability offerings and coordinated services, we'll manage your employees' time away from work while keeping workforce productivity and costs on track.

## Comprehensive offerings



GROUP BENEFIT  
SOLUTIONS



## Personalized support

### Helping to deliver better outcomes for you – and your employees.

A single absence manager provides holistic support from intake through return-to-work across all applicable disability, regulatory leaves, and company leaves – including ADA requests<sup>1</sup>. New York Life Absence Assist<sup>SM</sup> also includes:

- › In-house clinicians and wellness support to reduce and prevent illness and injury.
- › Value add programs<sup>2</sup> that offer work/life support to reduce stress and improve productivity.
- › Vocational coaches to create safe work environments and personalized return-to-work plans.
- › Innovative programs that elevate care and help address mental health concerns.

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## Enhanced digital capabilities

### Delivering a connected experience and flexibility in the moments that matter.

#### For employers:

- › Our easy-to-use digital portal consolidates all absence activity for self-service options anytime, anywhere.
- › Configurable setup ensures coordination of shared entitlements and time tracking across all applicable leave types.
- › Enhanced reporting shows real-time decisions, return-to-work dates and a detailed activity tracker to drive efficiencies for HR teams and supervisors.
- › Data integration options and API capabilities help reduce costs and administrative effort.

#### For employees:

- › 24/7 online access to submit a new absence request and see claim and leave details.
- › [myNYLGBS.com](https://myNYLGBS.com) portal to check status, view communications, report time and upload documents.
- › Flexible communication preferences with expanded text options.

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### A century of commitment.<sup>3</sup>

With more than one hundred years<sup>3</sup> of experience, further enabled by New York Life's strength and stability, you have the capabilities of a leading group benefits provider, offering valued guidance and end-to-end support for your employees.



When you're looking to simplify absence management with a program custom fit to your unique needs – **New York Life Absence Assist<sup>SM</sup>** can help. To learn more, contact your NYL GBS Representative.

## Putting Benefits To Work For People<sup>SM</sup>

1. All applicable programs that are administered by NYL GBS.
2. These programs are NOT insurance and do not provide reimbursement for financial losses. Some restrictions may apply. These services are provided exclusively by ComPsych<sup>®</sup> Corporation. Customers are required to pay the entire discounted charge for any discounted products or services available through these programs. Some service available at the option of employer for an additional cost. 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. These programs are not available under policies issued by New York Life Group Insurance Company of NY.
3. Based on New York Life Insurance Company acquiring Cigna's Group Insurance business in 2020, which first introduced accident products and services in 1912.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company. Life Insurance Company of North America is not authorized in NY and does not conduct business in NY.

Product availability may vary by location and plan type and is subject to change. All group insurance policies and group benefit plans may contain exclusions, limitations, reduction of benefits, and terms under which the policy or plan may be continued in force or discontinued. For costs and details of coverage, review your plan documents or contact a New York Life Group Benefit Solutions representative. Policy forms: Disability -TL-004700 et al.

### **New York Life Insurance Company**

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