

Understanding your ADA benefits.

Get the resources you need to stay healthy at work — and find out what to do if you need to go out on leave.



If you're having trouble performing your job due to a disability, you might qualify for an accommodation under the Americans with Disabilities Act (ADA). An accommodation is an adjustment to the work environment to help a person with a disability perform the duties of a job and can take a variety of forms, such as:



Worksite accommodation



Modified work arrangement



Additional time off

How to request an accommodation under the ADA.

You can create an accommodation request online at myNYLGBS.com or contact us toll-free at (888) 842-4462 or for Español (866) 562-8421.

What to expect after submitting your initial request.

Once you have completed your request, we will send you an ADA Accommodation Request Form to review with your health care provider. Within this form, we ask you about the limitation or restriction that is preventing you from performing your job duties and what you need to continue to perform your job duties.

Please complete your forms and send them back within 10 calendar days.

Your request may be denied if we do not receive your forms on time. Return the form(s) by:

- › Email: AbsenceManagement@newyorklife.com
- › Fax: 866.472.3221
- › Mail: New York Life Group Benefit Solutions
P.O. Box 29050
Phoenix, AZ 85038-9050

Please ensure the entire form is completed to avoid delays in processing.

If you're already out on a leave of absence and have run out of FMLA, state, or other job-protected time, we will send you an ADA Accommodation Request Form as you may be eligible for additional time off under the ADA.



What to expect after you submit your completed forms:

If your accommodation request is for additional time off, New York Life Group Benefit Solutions (NYL GBS) will share your documentation with your employer and coordinate your request. You will receive a written communication from your Absence Manager if the accommodation request is approved or denied.

If you need a workplace accommodation (worksite accommodation, job modification, etc.), an NYL GBS Vocational Coach will contact you and assess your needs.

What is a vocational coach?

Vocational coaches are counselors with graduate-level education and professional certification who provide support and technical assistance to people experiencing challenges at work because of an illness or injury.

Your vocational coach can help by:

1. Talking with you about your health challenges to better understand your needs, abilities, and restrictions to identify barriers that may be preventing you from working safely and comfortably.
2. Completing an ergonomic assessment of your workstation, posture, and body mechanics, which maybe the source of a health or safety concern. Creating a personalized recommendation and plan, based on their findings, that can help you stay at work or return to work safely and productively. This may include purchasing new tools or equipment that can help you work safely and comfortably.¹
3. Sending recommended accommodations to your employer² for approval and will confirm if the accommodation can be implemented.

Important: Communication between you, your Vocational Coach and your employer is key. If you choose not to engage in this process, then you may be impacting your right to a reasonable accommodation under the ADA.

4. Sharing details about your accommodation, if approved, including the possibility of purchasing equipment.¹ You will be notified in advance with an approval or denial communication.
5. Following up with you to ensure the accommodation was successful.

¹ NYL GBS covers the cost of equipment up to \$5,000 as applicable, per the policy agreement.

² Your NYL GBS Vocational Coach shares only "minimally necessary" information with your employer.

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