

How to report a leave of absence.

Allscripts Healthcare, LLC

How do I report a leave of absence?

Simply do one of the following:

- Call toll-free **(888) 842-4462** or for Español **(866) 562-8421** between 7:00 am – 7:00 pm CST. A representative will walk you through the process.
- Create a new leave request online at myNYLGBS.com*:
 - Select the “Review my Coverage” tab from the header.
 - Then select the “Disability/Leave of Absence” from the drop-down menu.
 - Click on “Submit your leave of absence request online 24 hours a day”.

You also need to notify the Benefits team, your manager and/or HR Business Partner on or before your first day of absence to report how long you plan to be absent.

How do I request an accommodation under the Americans with Disabilities Act (ADA)?

If you are experiencing difficulty in performing your job due to a disability, you may qualify for an accommodation under the ADA. A reasonable accommodation is any change in the work environment to help a person with a disability perform the duties of a job. An accommodation may take a variety of forms, such as:

- Additional time off.
- Modified work arrangement.**
- Worksite accommodation.**

Leave as an accommodation will be handled as part of the leave of absence process to provide coordination with any other plans that may apply.

- Call toll-free **(888) 842-4462** or for Español **(866) 562-8421** and a representative will walk you through the process.

** Modified work arrangements or worksite accommodation outside of time out of work should be coordinated with your HR Business Partner.

How do I request a USERRA leave?

Our administration of military leave under the Uniformed Services Employment and Reemployment Rights Act (USERRA) requires the employee provide their military orders to the Benefits team, their manager and/or HR Business Partner.

- Call toll-free **(888) 842-4462** or for Español **(866) 562-8421** between 7:00 am – 7:00 pm CST to report your leave.

When do I call?

Call New York Life Group Benefit Solutions (NYL GBS) as soon as you know you will be absent for any of these reasons:

- **Short-Term Disability (STD)** – Immediately, if you plan to be absent from work due to your own disability.
- **Family and Medical Leave (FML)** – If you have a serious health condition that means you cannot do your job and you plan to be absent from work for:
 - More than three days in a row.
 - Hours or days not necessarily in a row (intermittent).
 - A hospitalization for any amount of time.

If you need immediate medical attention, please call 911.

Or for one of the following:

- Birth of a child and care of a newborn child.
- Placement of a child with you for adoption or foster care.
- Care for a spouse, child or parent with a serious health condition.
- Qualifying exigency reason(s) due to a family member’s military deployment.
- Alternate state leave – for yourself or a family member. Includes leaves permitted by state law for crime victims and victims of domestic violence.
- Allscripts Family Care Leave, Paid Parental Leave or a Personal Leave.

Remember, even though you call NYL GBS, you still must call your manager and/or HR Business Partner on or before your first day of absence to report how long you expect to be absent. Of course, always seek appropriate medical attention immediately. Your health and safety always come first.



GROUP BENEFIT
SOLUTIONS

What information do I need?

Before you call or go online, please have this information handy:

- Your name, phone number, address, birth date, Social Security number and reason for your leave.
- Employer's name, email address and phone number.

If applicable:

- Date and cause of illness or injury.
- First day of absence from work, as well as day you plan to return to work. If you are pregnant, please give your expected date of delivery.
- Name, address and phone number of each doctor seen for the illness or injury causing the disability.
- Date of first treatment or date of doctor's appointment, as well as date of next treatment or appointment.
- Previous history of illness or injury, any diagnostic testing that was performed, diagnosis information, treatment plan and recommended medications.
- You may be asked to provide information about your family member and, if applicable, their treatment.

What happens if my injury or illness is work-related?

- Workers' Compensation runs concurrent with the Family and Medical Leave Act (FMLA).
- Please contact your employer and your Workers' Compensation company.

What happens next?

Disability leaves

During the call, we will ask for your permission to get your medical information. Here is how it works:

- After you give us your claim information, you will be transferred to a recorded message.
- Listen to the recording and answer "yes" or "no" to the questions.
- At the end of the recording, say "yes" if you give permission or "no" if you do not.
- You can cancel your permission at any time by calling your NYL GBS claim manager.

After the call, NYL GBS will send you a communication. It will include a copy of the recorded message for your records. It will also include a form that gives us permission to get other information we may need to finish processing your claim. Please sign and return that form. Check with your doctor to see if there are any other forms you need to sign.

A NYL GBS claim manager will call you and your employer for a list of your job requirements. The claim manager will also call your doctor for your medical records. This information will help us figure out how long you may be out of work, and the benefits you may be able to receive.

PFL leaves (NY employees only)

You will receive correspondence from NYL GBS containing information about your request along with your rights and responsibilities in the process. There will be instructions on what is needed to evaluate your request and how to provide the needed information to us.

- Please complete your portion of the Request for Paid Family Leave (Form PFL-1).
- Please have your employer complete the Employer section of the Request for Paid Family Leave (Form PFL-1) and return it to us within three business days.
- Please complete and return and requested certification forms that may have been included.

FML leaves

You will receive correspondence from NYL GBS containing information about your request and, if applicable, instructions for any paperwork will be included.

What happens if my claim and/or leave is approved?

- NYL GBS will send you an approval that shows the date you are expected to return to work.
- You will get separate information about your approval for other requested leaves.
- NYL GBS will tell your employer that we approved your claim, and the date you plan to return to work.

What happens if my claim and/or leave is denied?

- NYL GBS will send you a communication that explains why. The communication will also tell you how you can appeal the decision.
- NYL GBS will let your employer know the claim is denied.
- You should contact your manager and/or HR Business Partner when you get the communication to discuss your return-to-work date.

If your STD or DBL benefits are denied, you may still be eligible for leave under the PFL or FMLA for your own serious health condition. NYL GBS will send you more information about your eligibility.

What can I expect while I am out?

NYL GBS will stay in touch to help you return to work quickly and safely. We may work with you, your doctor and your employer to talk about different work options. This may include an adjustment to your job or work schedule, your manager and/or HR Business Partner may also call you to check on your progress and offer support.

What should I do when it is time to return to work?

- Call NYL GBS to tell them your return-to-work date.
- Notify the Benefits team, your manager and/or HR Business Partner to let them know the date you will be returning to work. If you are out of work because you have a serious health condition, you must provide your manager and/or HR Business Partner with your return-to-work release from your doctor prior to your return.

What if I cannot return to work on the date my leave is expected to end?

- Call NYL GBS to talk about the situation and learn about your options. For a disability, they may call your doctor for an update on your condition. For a leave, they may ask for new documentation.
- Notify your Benefits team, your manager and/or HR Business Partner to let them know when you plan to return to work.

What if I need more information?

NYL GBS has a website that provides useful information for you and your family members – from submitting a disability claim and what comes next, to what you need to know about FML, to information that can help you manage a specific condition at work, and even how to access valuable programs offered with your plan at no additional cost to you. Please visit the website at <https://nyl.com/workwellness>.

What if I'm eligible for California State Disability Insurance (SDI) (CA employees only)?

If you live in California, your leave may qualify for benefits under California's SDI program. For more information about, or to apply for, SDI benefits, please call Employment Development Department (EDD) at **(800) 480-3287** or go online at edd.ca.gov. Please note: you'll be required to provide your short-term disability (STD) claim manager with your CA SDI award amount to ensure your claim is adjusted accurately and any applicable additional payment is provided to you.

Questions?

Call **(888) 842-4462** or for Español **(866) 562-8421**.

A NYL GBS representative is available to help you between 7:00 am – 7:00 pm CST.

Cut and carry for easy reference:

**How to report a disability claim
and/or family and medical leave:
(888) 842-4462 or for Español (866) 562-8421.**

Visit: myNYLGBS.com*

Please have this information handy:

- Your name, address, phone number, birth date, Social Security number and your date of hire, employer's name, address and phone number.
- Date of your claim and when you plan to return to work. If you are pregnant, give your expected delivery date.
- Name, address and phone number of each doctor you are seeing for this absence.

* Please note our transition from Cigna to New York Life Group Benefit Solutions is currently underway. You may be directed back to a Cigna portal to obtain the information you need.

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.

New York Life Insurance Company

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