How to get your leave of absence claim started

This is an explanation of what you need to do to successfully submit a claim

- **Make Voya Absence Resources your first point of contact for your absence**. If you have questions about your absence request or need to change your requested dates, live representatives are available to guide you through the absence process between the hours of 7:30 AM and 9:30 PM Central Time at 888-464-FMLA (888-464-3652). You can also email us at VoyaAbsence@voya.absenceresources.com and check the status of your absence and/or Short Term Disability (STD) request at any time by logging on to www.Voya.absenceresources.com.

- **To use sick and/or vacation time while you are out on leave you must contact the Benefits Team at REI**. You may use any accrued vacation and sick time concurrently with your absence, so as to be paid for all or a portion of the absence. Please contact Kerry Randolph at 678-376-6302 or Makela Gruman at 678-442-3058 in the Benefits department to make arrangements. Please note, that if you are enrolled in short-term disability (STD) and you are paid sick, vacation, Social Security Disability or retirement benefits after your waiting period, this will result in a reduction in your STD payments. You must notify us if you are receiving any other type of income or benefit for this reason.

- **Submit necessary documentation for your absence**. If you are required to submit documentation for your absence, take the Medical Certification form to the health care provider for completion, or provide us with their fax number and we will send a copy on your behalf. If you have applied for STD benefits, the Medical Certification will be used to evaluate both your STD and absence claims, though you may need to provide additional information for your STD claim evaluation. Verify that the health care provider fully and accurately completes all fields on the Medical Certification form and faxes it to Voya Absence Resource at 877-309-0218 within the certification period stated on your Request letter.

What you need to know after you've made a request

- **Keep an eye out for your leave of absence decision packet** – sent via email or postal mail depending on your preferences – and any notifications about your absence. If you have applied for STD benefits, you will receive separate communications about your STD claim status.

- **Each time we receive documentation for your absence**, you will receive a notification that we have the documentation. A decision packet will be sent via your preferred communication method within 48 hours of receipt of the documentation.

- **If you are going to be absent on a continuous basis**, the dates you requested are already in our system. You do not need to call and report the time you're out, though you should let us know if your needs change.

- **If you are going to be absent from work intermittently, track your absence dates**. Regulations require you to provide advance notification whenever possible. **1**. You are required to continue to follow REI's call off procedures to notify your supervisor so they can manage the business needs. **2**. You are also required to report your missed work time within forty-eight (48) hours to REI HR to ensure you are paid correctly. Contact Kerry Randolph at 678-376-6302 or Makela Gruman at 678-442-3058 in the Benefits department to ensure your pay is entered by the payroll deadline When you report your intermittent absence, provide the date and amount of time used and how you like to be paid.**3**. Lastly you must report your absence to Voya Absence Resource so that your job protected absence is recorded.

- **When we don't receive documentation for your leave of absence in time**, we'll send a reminder that your certification deadline is coming up and a decision packet once the deadline has passed. You can still submit paperwork after the deadline – we will process it according to your company's policy regarding late paperwork, which may result in your absence being delayed or denied.

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- **If you are on maternity or parental leave**, you will need to confirm your delivery or placement date so that we can adjust your absence dates if necessary. You will receive an email or automated phone call after your expected delivery or placement date. You can simply respond to that to confirm your delivery or placement date.

What you need to know after you've received a decision

- **If you need to change your absence dates**, you will receive an email or call two weeks before the end of your absence so that we can confirm you will be returning to work on time. You can simply reply to our outreach or contact us at any time to request an adjustment or extension.
- **When your approved absence period ends, you will be expected to return to work.** Failure to return on or before the specified return date *without an approved extension* may result in discipline up to and including the termination of employment. If you have an STD claim, you will need to request an extension to avoid an overpayment of benefits.
- **Before your return to work**, you will be required to present proof of your certified Fitness for Duty. A form has been included in the packet you received from Voya. Please provide this to your physician. If such certification is not received, your return to active employment will be delayed until certification is provided.
- **If you are returning to work earlier than anticipated**, you must notify Kerry Randolph at 678-376-6302 or Makela Gruman at 678-442-3058 in the Benefits department one (1) business day prior to your expected return date. Failure to notify your Human Resources may delay your return to active employment and you must have the certified Fitness for Duty form completed if applicable.
- **If you need to renew your intermittent absence**, contact us at any time 30 days prior to the end of your absence to request a renewal.
- **If you are using leave intermittently** and exceed your approved intermittent frequency/duration or the situation necessitating your absence appears to change, you may be asked to have your absence recertified. This request will come via your preferred method of communication (email or postal mail). Please follow up with the health care provider to ensure that we receive the documentation necessary to recertify your absence.
- **Moonlighting while on absence**: You may not work for another employer while on family or medical absence. Such outside employment is grounds for immediate termination.

What you need to do to maintain health benefits and receive pay

- **To maintain your health benefits**, you are required to pay your share of the premium payments for health insurance and other voluntary benefits on the same basis as during active employment. Your portion will continue to be deducted from your pay while using approved vacation and sick time. If your absence is unpaid, you must contact Kerry Randolph at 678-376-6302 or Makela Gruman at 678-442-3058 in the Benefits department to make arrangements.
- **If you are on maternity or parental leave and would like to add your child to your medical coverage**, please do so within thirty (30) days of the date of birth or placement of your child. Your child may not be covered under your medical benefits if you do not fill out the necessary paperwork within the first thirty (30) days. If you have questions or concerns, please contact Kerry Randolph at 678-376-6302 or Makela Gruman at 678-442-3058 in the Benefits department.
- **If your STD claim is approved**, you will receive your check by regular postal mail within 10 business days if your first pay date is current or in the past.
- **To receive state benefits**: If you work in a state that offers additional benefits like California, you may be entitled to benefits through the state. For more information, please refer to any applicable attached documentation.