

# How to File a Leave of Absence Request

You **MUST** contact Voya Absence Resources to open a leave request or report intermittent absences for an approved leave. Voya Absence Resources provides you quick access to experts who can answer questions, review your requests and provide information regarding your job-protected medical or family leave. We believe you will find this very easy and convenient. The benefits of this is to provide:

- 24 hour/7 days a week access
- Multiple ways to communicate: phone, computer and phone app
- Direct communication with Voya Disability making it easier to get your short-term disability claim and payments processed quickly



Call: 1.888.464.3652  
Fax: 1.877.309.0218  
TDD: 800.697.0353

## The employee will first hear:

"Most FMLA needs are now handled on our website. Requesting, tracking and managing family and medical leaves is now faster and easier than ever. To hear our website and fax information, press 1 now. For existing leave requests, you will need your leave request number to proceed. If opening a new leave request, please have your employee ID readily available."

## If you press 1 you will hear:

"The website address for Voya Absence Resources is [voya.absenceresources.com](http://voya.absenceresources.com). Our confidential fax numbers are 877.309.0218 or 312.660.1065. To repeat this information please press 1."

Note: After selecting this option, the call will end. Please call back again for the full list of IVR options.

## If you do not press 1 you will be given a list of options:

1. To track time, **press 1**
2. To check claim status, **press 2**
3. To report return to work date, **press 3**
4. For maternity date of delivery, **press 4**
5. To open a new claim or speak with a specialist, **press 5**

## After selecting your option you will hear:

- To enter your **leave request number**, press 1
- To enter your **employee ID**, press 2
- By pressing 1 or 2, the employee will be asked to enter their **home ZIP code** per the client's eligibility file. Once entered, they will be able to finish their requested action.

## Helpful IVR Tips

- Please have your **leave request number** and/or your **employee ID** number ready prior to calling.
- When reporting an absence, you will need to enter the date with the following format: MM/DD/YYYY.
  - For example, January 1, 2020 would be 01/01/2020.
- Hours will use this format: HH/MM.
  - For example, 7 hours and 30 minutes would be 0730.

In addition to calling Voya Absence Resources, you can also use their website or mobile app to do the following things:

- Open a new leave request
- View leave request details and decisions
- General absence reports
- Update information on a current leave
- Learn about federal FMLA regulations
- Contact VOYA Absence Resources directly

## Check it out!



Register as a first-time user on [voya.absenceresources.com](http://voya.absenceresources.com)

- Go to [voya.absenceresources.com](http://voya.absenceresources.com)
- Click Register
- Enter Employee Number/Social Security Number and ZIP code
- Enter a Username (must be 6 characters and no spaces e.g., joesmith) and password
- Answer the other questions as accurately as possible



Download the app

- Search Voya Absence Resources
- Select Install

**IMPORTANT - You will need to continue to call the Benefits team to request a Personal Leave or Special Leave (COVID-19). Call Kerry Randolph at 678-376-6302 or Makela Gruman at 678-442-3058.**

## Steps to Report your Intermittent Leave related absences

There are three steps you must follow for the process to be successful:

1. Report your absence to your Supervisor as you normally would do, so that they can plan the schedule and get back-up if needed
2. Track your absences with Voya Absence Resources for your job-protected medical or family leave to prevent attendance problems. They provide you quick, convenient and easy access to report your absences.
  - 24 hour/7 days a week access
  - Multiple ways to communicate: phone, computer and phone app



### Reporting absences is Easy

Just log in to our Web site and click on Check Status. Choose the leave you want to report and select Report Time. Enter the date and time of your planned absence and click the Confirm button. That's all there is to it!



### Your source for information

Call or go online for expert answers to your questions about leaves of absence.

Call: 1.888.464.3652  
Fax: 1.877.309.0218  
TDD: 800.697.0353  
Online: [voya.absenceresources.com](http://voya.absenceresources.com)



3. Report to the Benefits Dept how you want to be paid for your job-protected medical or family leave by completing the Intermittent Absence form and turn it in to the Benefits Team within 48 hours of the absence. This will ensure that your absences are paid correctly and is confirmation of your request. Submit your form to the Human Resources Department, email the form to [Kerry\\_Randolph@rei.ricoh.com](mailto:Kerry_Randolph@rei.ricoh.com) or fax to 770-613-6456.

Have questions? Call Kerry Randolph at 678-376-6302