

HarmonyCares NYL Leaves FAQ

NYL Resources

Self-service digital portal: www.mynylgbs.com

Email: GBSIntakePaper@newyorklife.com

Toll free: (888) 842-4462

Fax Number: (866) 472-3221

How do you register in the NYL system?

1. Visit the NYL portal and click on Employee Login
2. Click Register Here

What are the hours for the NYL Call Center?

- Monday – Friday 8am – 8pm EST

What should be reported to NYL?

- Requesting any leave of absence. Some examples are provided below (others may apply):
 - Continuous Leave: Any time off for 3 or more consecutive days for a family member's or employee's own personal health condition
 - Intermittent leave: Any time off for a family member's or employee's own personal health condition
 - Leave related to a Workers' Comp injury
 - Military Leave
 - Jury Duty

NYL will determine the leave options available based on company policy as well as state, local and federal laws

Who is eligible for leave through the NYL process?

- It is best to contact NYL directly; they will ask the necessary questions to determine what each employee may be eligible for.

How soon should NYL be contacted for an absence request?

- Eligibility can change throughout the year so it is best to contact NYL within 30 days of an expected leave, when possible.
- Employees should contact NYL to report an unexpected leave request within 24 hours of the commencement of the leave.

Who is responsible for submitting supporting documentation?

- It is the employee's responsibility to provide NYL with all of the requested supporting documentation within the designated timeframe for review.

What notifications will be received?

- NYL may send a few different notifications throughout the process. Examples include:
 1. **Initial Notification:** The initial notification is typically an acknowledgement that the employee is eligible, but NYL is waiting for paperwork
 2. **Approval/Denial:** A separate approval or denial will then be sent once a determination is made
 3. **Return to work notification:** This notification will be sent from the HarmonyCares Leaves department and is needed prior to an employee returning to work from a continuous leave for his/her own personal health condition
- Leaves can overlap and multiple notifications may be sent for each employee leave. Employees should read all notifications carefully and log into your NYL account to review where you are in each process.
- If an employee is still unsure, they can contact the absence manager assigned to the claim to confirm any details.

Have the letters that are uploaded to the portal also been sent to the employee's home address?

- Yes, all employee letters are posted on the portal for both employee and supervisors to view and are also mailed directly to the employee's home address.

What if the website and or communication received contradict each other?

- Employees can communicate with the assigned absence manager to confirm any details of your claim.

How do you report an intermittent Leave?

- Employees are required to report intermittent leave time used to NYL within 24 hours of using the time, by one of the following options:
 - **Web:** Log on to www.myNYLGBS.com. On the Dashboard, under "My Absences" click your Notification # (NTN #) and under "Action" click "Report Intermittent Time".
 - **Email:** Report intermittent absence time to AbsenceManagement@newyorklife.com
 - **Phone:** Report intermittent absence time through the Call Center at 888.842.4462.
 - Follow the prompts to report your time on an existing intermittent absence
 - Call Center is open from 8am to 8pm EST

Employees are required to contact their manager at least two hours prior to their start time.

How do you report Continuous Leave?

- Employees should report continuous leave time to both their manager and their NYL Absence Manager.

Is PTO automatically applied for a leave?

- No, employees have an option to use their accrued PTO during a leave of absence.
- Employees must notify their manager and/or Leaves if they would like for PTO to be applied, otherwise the leave will be unpaid.
- Jury Duty – please refer to employee handbook for policy guidelines.

Need to go out on a continuous leave before a determination is sent by NYL?

- Employees should advise their manager and Leaves (Leaves@harmonycares.com) of the need to go on an immediate leave. The Leaves Team will then place you on leave in ADP pending the NYL determination.

Need an extension while out on leave?

- Employees can request an extension through the NYL system under Actions or contact your NYL Absence Manager directly to initiate the extension request process.

What is needed to return to work after a continuous leave?

- HarmonyCares' has a flexible modified return to work program. If there are limitations from your physician, please work with the NYL absence manager as soon as possible so they can work with you to determine if a modified work opportunity is available.
- When an employee is able to return to work, their healthcare provider must complete the Return to Work/Fitness for Duty form in accordance with company policy and present the completed form to the HarmonyCares Leaves Team at Leaves@harmonycares.com, two workdays prior to returning to work.
- Once received, the Leaves department will confirm approval for you to return to work.

Are managers alerted when there is a change or update in leave status?

- Managers will receive an email notification at key milestone events throughout the leave notifying them of updates or changes to the status.
- Managers can also log into their NYL account to review all updates for each employee

How do you file a STD claim?

- Employees should notify their manager of the need to be out of work due to an illness, injury or pregnancy. A STD claim can then be filed through NYL directly:
 - Online: Newyorklife.com/groupbenefit-solutions/forms – complete the form and submit online.

- By phone: (888) 842-4462: 8:00 am – 8:00 pm EST and a representative will help you.
- By fax: Visit Newyorklife.com/group-benefitsolutions/forms - complete form, sign and send to New York Life Group Benefit Solutions at (800) 642-8553.
- To quickly stay informed, sign up for text notifications when submitting your claim online.

What about my Healthcare Coverage?

- Your group healthcare coverage and benefits provided pursuant to your company plan are maintained by your employer at the level of coverage and benefits which applied at the time your leave commenced.
- You will be required to pay your normal portion of employee contributions for your health and welfare plans. To avoid cancellation or interruption of your health and welfare plans, you must contact benefits@harmonycares.com to make payment arrangements or if you have any other benefit related questions while on leave.

How do I add my newborn child to my health insurance?

- Request change via [ADP Vantage](#) within 30 days of the date of birth.
- Please contact benefits@harmonycares.com for further instructions or questions.