



# Claim Submission Checklist

## Employees

The following are step by step instructions on what you need to do to apply for an FMLA leave for your situation.

### Step #1:

- Contact Voya Absence Resources to notify your need for a leave by either the Voya Absence Resources website or by phone:
  - > **Website:** [Voya.absenceresources.com](http://Voya.absenceresources.com)
  - > **Phone:** 1.888.464.FMLA (1.888.464.3652)

### Step #2:

- Receive the Medical Certification Form from either your FMLA Notification Packet sent by Voya Absence Resources or download from [Voya.absenceresources.com](http://Voya.absenceresources.com).
  - > The FMLA Medical Certification Form is time sensitive material. Be certain to check for the certification due date on your initial request letter provided in your FMLA Notification Packet.

### Step #3:

- Take the blank Medical Certification Form to either your or your family member's Health Care Provider.
  - > If your leave is not for medical reasons due to a Qualifying Exigency, please follow the instructions provided by the Voya Absence Resources Specialist and/or your FMLA Notification Packet.

### Step #4:

- Ensure that Voya Absence Resources received the completed Medical Certification Form prior to the certification due date. It is your responsibility to ensure paperwork gets returned in a timely fashion. If there are delays completing your forms, be sure to contact Voya Absence Resources prior to your certification due date:

The Health Care Provider must return the completed Medical Certification Form to Voya Absence Resources by either fax or e-mail:

- > **Fax:** 1.877.309.0218
- > **E-Mail:** [VoyaAbsence@Voya.absenceresources.com](mailto:VoyaAbsence@Voya.absenceresources.com)

You may return the completed form by mailing the original completed Medical Certification Form:

- > **Address:** Leave Center, NBC Tower – 13<sup>th</sup> Floor, 455 N. Cityfront Plaza Drive, Chicago, IL 60611-5322

### Step #5:

- Receive and review the FMLA Decision Letter from Voya Absence Resources. Please note the decisions are based on the certification completed by the healthcare provider. Notify Voya Absence Resources if your leave was denied and you need clarification on next steps.

### Step #6:

- If approved for the leave, you will be responsible for keeping track of your available entitlement:
  - > **Intermittent Frequency Leave:** Be sure to report each intermittent FMLA absence to Voya Absence Resources within 24 hours and follow your company's call-in procedures. All prescheduled appointments needs to be tracked ahead of time with both Voya Absence Resources and your company. Failure to call off to both parties may be subject to disciplinary action.
  - > **Continuous Frequency Leave:** Pay close attention to the date range on your decision letter. Your position at your company is only protected during that date range. To keep your entitlement accurate and ensure protection, please notify Voya Absence Resources if your leave is any different than what was provided on the decision letter.