

New York Life Group Benefit Solutions Healthy Working Life.

Questions about PreDisability Vocational Coaching.



What is a Vocational Coach?

Vocational Coaches are Masters' level, nationally certified vocational rehabilitation professionals who provide counseling and assistance to people who need and want support in staying at work while navigating a serious health condition.

How can a Vocational Coach help me?

A Vocational Coach (VC) can assist you with staying at work when a serious health condition may put you at risk of going out of work. The VC will talk with you about barriers you may be experiencing and will help you develop a personalized stay at work plan. For example, the VC may help you and your employer identify worksite modifications that could enable you to stay on the job. They may also help you explore alternative ways to perform your job and best practices for being proactive in managing your condition while at work.

What information will NYL GBS share with my employer?

If necessary to implement a recommendation, the coach might speak with your employer in partnership with you. The coaches abide by the rule of sharing only "minimally necessary" information with your employer and only after we have spoken to you first.

What does the service cost?

There is no cost to you, and within certain limits, NYL GBS may pay for new equipment and/or devices the coach may recommend, and your employer approves.

Why do I need to sign an authorization form?

A signed authorization form allows the coach to communicate their recommendations back to your employer. The coach will let you know if they need to contact another company, and the reasons why. The authorization is valid for one year but can be cancelled at any time.

Will my employer/supervisor know I'm speaking with the coach?

Your employer is the primary referral source to get you connected with a vocational coach. In some circumstances, the coach may work with you directly without the need to involve your employer after the referral is made. In most situations, the coach will discuss their recommendations to help keep you at work with your Human Resources or related team. If the coach recommends a certain piece of equipment or other modifications (such as a modified work schedule) for you, then the coach will form a general plan with you and discuss the details with your Human Resources or related team for approval. Furthermore, the coach will not discuss any information about your health condition unless that information has already been shared with your employer and approved by you.

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New York Life Insurance Company, 51 Madison Avenue, New York, NY 10010

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