

New York Life Absence AssistSM

Digital innovation to simplify leave management.



Employee ease and simplicity.

Employees are often stretched, making the most of their workdays while juggling personal responsibilities. That's why navigating a leave of absence should be easy, especially if it involves a medical or family matter. We help employees manage their leave efficiently and accurately with an intuitive online portal - myNYLGBS.com.

Streamlined intake

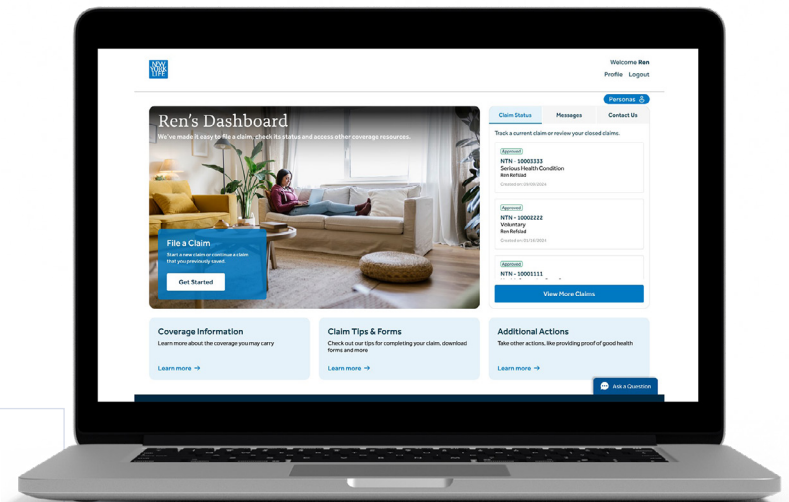
- › Simple online intake submission
- › Pre-populated intake forms¹
- › HIPAA-compliant electronic and verbal authorization
- › Opt-in for text updates, email and direct deposit
- › Immediate notification of benefit entitlements

24/7 employee self-service

- › Access educational resources throughout the claim
- › Upload documents
- › Check claim and payment status
- › Report intermittent time and request extensions
- › Confirm return-to-work dates

Personalized guidance

- › Multi-channel communication with click-to-chat, text, email, and direct messaging.
- › Single absence manager for one-on-one assistance
- › Proactive referrals to work-life services



For illustration purposes only.

Enhanced access to claim details.²

Claim Timeline

Users can see a holistic view of their leave and disability benefit coverage today and in the future. The interactive visual includes key dates and current status.

Medical Request Activity Tracker

Displays real-time medical record request status for disability claims. The tracker automatically updates, allowing users to see when medical records are requested, followed up on, and received.





A powerful tool for employers.

Whether it's staying ahead of ever-changing leave laws or managing benefit and compensation complexity, you play a critical role in the well-being and performance of your organization's people. New York Life Absence AssistSM can help accelerate your disability, leave, and ADA management with **one portal that powers your program needs**.

Built for changing times

Gain confidence with an absence administration platform that accommodates today's dynamic business conditions.

- › Automated federal and state leave and company policy updates
- › Continuous technological innovation
- › Data connectivity options and API capabilities

Consolidated for your convenience

One easy-to-use portal coordinates claim and leave activity, analytics, and billing capabilities.

- › Self-service administration across all products
- › Transparent, role-based access
- › Customizable dashboards and robust reporting capabilities
- › Disability plan analytics show claim drivers and trends
- › Access to key dates, claim activity, and return-to-work status

New York Life
Absence AssistSM



Delivering a simplified, human-centered absence management experience is how New York Life Group Benefit Solutions is Putting Benefits To Work For PeopleSM. **Reach out to your NYL GBS representative for a demo of our new capabilities or [learn more](#).**

1. Employer must have a file feed with NYL GBS in order for their employees to submit an intake via the portal.

2. These features are also available for employers in a designated 'Employee Administrator' role within [myNYLGBS.com](#). For privacy reasons, employers will not see the provider's name and specialty in the medical records tracker tool.

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