

Coordinated ADA administration.

New York Life Absence AssistSM can help connect the dots across your absence management program.



The leave landscape is complex and continues to evolve. The Equal Employment Opportunity Commission (EEOC) has increased its focus on ADA enforcement. A coordinated approach to managing ADA alongside your absence programs ensures efficient, reliable, and consistent experiences across every touchpoint.

ADA administration – designed to meet your needs.

- › Automatic identification of potential ADA events when leave is unavailable
- › Consistent identification, documentation, and tracking of ADA requests, including Pregnant Workers Fairness Act (PWFA) events
- › Unified platform connects all details and data across programs
- › Masters-level Vocational Coaches facilitate the interactive process¹
- › Expert guidance on workplace accommodations and modifications (with covered equipment costs²)
- › Dedicated ADA helpline for employer questions
- › ADA Consulting and Training Services to help you understand complicated ADA regulations and best practices

Our ADA Solution offers two levels of service – giving you the ability to choose the level of engagement and support that works for your organization.



ADA Tracking

Streamlined ADA administration with coordinated tracking, reporting, employee communication management, and on-demand support from ADA compliance experts.³



ADA Comprehensive

Full-service ADA administration builds upon our ADA Tracking program to also include masters-level vocational coaches leading end-to-end coordination of the interactive process.¹



New streamlined ADA accommodations.

Using our vast knowledge and experience with ADA administration, we have identified conditions and equipment that are commonly associated with ADA requests. We can help employers save time and improve outcomes with a pre-planned approach. [Learn more](#)

We're here to make things easier.

A single absence manager provides support across all applicable absence types – improving your employees' experience, optimizing outcomes, and keeping your organization compliant by:



Guiding employees with compassion and identifying conditions that may qualify as ADA events



Following a consistent process



Recognizing when an employee requests a reasonable accommodation



Reducing employer burden and manual administration



Our fully connected ADA services provide end-to-end coverage, designed to deliver administrative ease and help bring employees peace of mind. For more information, [visit us online](#) or contact your New York Life Group Benefit Solutions representative or broker today.

1. With our ADA Comprehensive offering, NYL GBS Vocational Coaches facilitate the interactive process for workplace accommodations. If an employer elects the ADA Tracking product, New York Life Group Benefit Solutions does not engage in the interactive process which is the sole responsibility of the employer.
2. With our ADA Comprehensive offering, NYL GBS covers cost of equipment up to \$5,000 as applicable, per the policy agreement and schedule of service.
3. The ADA Service Helpline for employers is for clients who have a question about an ADA policy/procedure.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company. Life Insurance Company of North America is not authorized in NY and does not conduct business in NY.

New York Life Insurance Company

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