

WHAT HAPPENS WHEN YOU GO ON MATERNITY OR OTHER MEDICAL LEAVE

If you need to be off work for maternity leave, a planned surgery, or an unexpected illness or non-work-related injury, you have benefits to help cover your time away from work. **Review this information carefully.**

Note: Work-related injuries will be reported another way. See page 2 for more information.

CALL ON VOYA

Voya will manage your medical leave. After you've notified your supervisor or manager, your next call is to Voya (888-973-3652). They'll work with you to apply for benefits and help determine which ones apply to your situation.

Requesting Medical Leave

As soon as you know you'll be on leave from work:

- Call your supervisor/manager.
- Call Voya to submit your claim, but call no earlier than two weeks prior to your leave date.

Be prepared to provide:

- Last day you worked or last day you plan to work
- First day of your leave
- Estimated return-to-work date
- Reason for your leave
- Physician(s) name(s) and contact info, including fax numbers

What happens next: Voya will make sure you understand your leave options. They'll mail you a packet of information detailing your FMLA rights and the next steps for your claim. A dedicated case specialist will work with you through the duration of your claim.

With your approval, Voya will contact your treating doctor(s). Once Voya receives all required information, they'll make a claim decision. Your case specialist will contact you with the decision and any further requirements.

Returning From Medical Leave

As soon as you know your return date:

- Call your supervisor/manager (if applicable, get back on the schedule).
- Email or fax a return-to-work release from your doctor, showing your actual date of return and if you have any restrictions with duration. Email your release to benefits@nationalchurchresidences.org or fax it to 614-441-8909.
- Call Voya.

IMPORTANT! You must provide your return-to-work release 48 hours before returning. Or, you cannot return to work.

If you need a reasonable accommodation to return to work: Your release note must provide your restrictions and duration. National Church Residences will work with you to determine if we're able to provide the needed accommodations. You must hear from the Benefits Dept. with a decision prior to returning to work.

If your medical leave extends beyond the 26-week maximum short-term disability: You may be eligible for our long-term disability program. Voya can explain your options and next steps.

IMPORTANT! You're responsible for ensuring your doctor(s) respond timely to all Voya requests and paperwork. Also, you're not approved for leave until Voya makes an official decision and communicates that decision to you.

How You Get Paid On Approved Medical Leave

1. From your sick bank (if available)

Time from your sick bank will be used first to cover your approved leave of absence. Your paycheck will continue with the normal pay cycle.

2. Through short-term disability (full-time employees)

Your pay will continue through the short-term disability plan at the amounts listed below.

- ▶ Maternity leave — provides 100% of your basic pay for eight weeks after delivery.
- ▶ Other medical leave — provides 60% of your basic pay for up to 26 weeks from the start of approved illness or injury. (You may choose to use PTO to supplement the 40% not covered by short-term disability. Email the Benefits Dept. at benefits@nationalchurchresidences.org to request the PTO supplement.)

Note: If you're in a state with statutory disability coverage, your disability pay will be offset by any statutory disability you receive. All normal taxes and other deductions will be taken from disability pay, except deductions for retirement contributions and the dependent care FSA.

IMPORTANT! Your pay might be delayed, pending date of disability approval. For example, if your leave is approved after National Church Residences has processed payroll for the upcoming pay period, your disability pay will begin the next pay period.

Other Possible Pay Benefits

- ▶ Statutory disability — may be available in your state. Voya will assist you if you're in New Jersey or they'll connect you to ShelterPoint (our administrator) if you're in New York. In California and other states, you must contact your state directly.
- ▶ Parental leave (full-time employees) — provides 100% pay for four consecutive weeks within the first 12 months of birth, adoption, or placement for foster care. You will file for parental leave with Voya.
- ▶ Life and AD&D insurance (full-time and part-time employees) — pays a company benefit for severe injuries in a covered accident. You get an additional benefit if you've purchased supplemental life and AD&D.
- ▶ Accident insurance (full-time and part-time employees, if purchased) — pays a benefit for specific, covered accidents and injuries. Also pays an annual \$50 wellness benefit if you've had a health screening. Be sure you file for the wellness benefit. Generally, no documents or forms are needed.
- ▶ Hospital indemnity (full-time and part-time employees, if purchased) — pays a daily benefit for eligible stays in a covered medical facility.
- ▶ Critical illness (full-time and part-time employees, if purchased) — pays a lump-sum benefit for a covered illness or condition.

A Note About Family and Medical Leave Act (FMLA)

When you're ill or injured, you may qualify for up to 12 weeks of job-protected leave each year through the federal FMLA program. You're eligible for FMLA if you've worked at least 12 months and 1,250 hours in the 12-month period prior to your leave of absence. Your leave must fall under one of the FMLA-approved leaves of absences.

If you're not eligible for FMLA, or you've exhausted FMLA job protection, you may qualify for job-protected leave under state law or the Americans with Disabilities Act (ADA). Or, you may need to request a personal leave of absence. Voya will explain your options.

For further information, please refer to the Employee Information Guide on Mission Central.

Had a Work-Related Injury?

Do not call Voya regarding your injury.

- ▶ In Ohio or Washington: Report your injury to your manager immediately and seek care, if needed. Your doctor or health care facility will file a claim with the Bureau of Workers Compensation for Ohio or with the state for Washington. Your manager will notify the Benefits Dept. by emailing benefits@nationalchurchresidences.org.
- ▶ In any other state: Report your injury to TeleCompCare at 866-323-4227. You'll need our employer account number (#12299) to give the registered nurse.

What Happens to Your Benefits

Most of your current company benefits will continue while you're on maternity or medical leave. And, we'll continue to deduct those benefit premium contributions from your paycheck.

If your disability pay doesn't cover your premium contributions, or you're not eligible for disability pay, we'll hold the amount owed and take it from your next available pay. We may also send you to our direct billing administrator who will bill you monthly (after-tax) for your premium contributions.

A note about the retirement plan and dependent care FSA:

Payments to your retirement plan and the dependent care FSA will stop once you're on leave. They'll resume automatically upon your return to work. If you want to make up any missed contributions, contact the following:

- ▶ For your retirement plan, call Lincoln Financial at 800-234-3500.
- ▶ For the dependent care FSA, contact the Benefits Dept. by emailing benefits@nationalchurchresidences.org or calling 833-226-8355.

IMPORTANT! You must contact the Benefits Dept. within 30 days of returning to work to change your dependent care FSA amount. Your retirement plan contribution can be changed at any time.

Expecting a new child: You have 30 days from birth to enroll the child in benefits. Log into Workday through employeeconnects.com/nationalchurchresidences or call the Benefits Dept. at 833-226-8355.

Remember: Quantum Health Care Coordinators

When it comes to managing an ongoing health condition, you have a team of nurses dedicated to your health care, as an expert resource. Call Quantum Health at 877-498-1385 if you need help.

Additional Programs to Help

Employee Assistance Program (EAP)

Our EAP supports you especially while on leave. It offers emotional support, work/life solutions, legal guidance, and financial help. Master-level clinicians are available 24/7 for you and your family. Learn more at guidanceresources.com or download the GuidanceNow app (web ID: MY5848i). Or call 877-533-2363.

Voya Travel Assistance

Being in an unfamiliar place can be stressful — especially if you're traveling a long way for medical assistance (100 miles or more). Voya helps with pre-trip information, medical assistance services, and emergency transportation. Learn more on the Voya site.

Maven Family Care

If you're going on maternity leave, our partner, Maven, is here to help you. Their 24/7 global network offers expert support in newborn care, pediatric care, parenting, and more. Maven helps families find the right provider for personal needs. Helping all families in all situations. Go to mavenclinic.com/join/getstarted or download the Maven Clinic app.

UrbanSitter Childcare, Eldercare, Pet Care

Through UrbanSitter.com, you have access to a nationwide network of trusted caregivers. You can find backup, full-time or part-time childcare, tutoring or homework help, senior care, in-home help, and pet care. And National Church Residences offers up to \$250 in care credits to help pay some of the costs.



Rely on Voya for your medical leave.

888-973-3652
trackingabsence.com/eep

You can also find leave and time-off policies on Mission Central in the Employee Information Guide and in the Human Resources library under Benefits info.
