

How to Report a Short-Term Disability, Family Medical Leave and/or Zoetis Leave



How do I report a short-term disability (STD), family medical leave (FML) and/or a Zoetis leave?

By phone: Call NY Life toll-free at **1.888.842-4462** or **1.866.562.8421** (Español) between 7:00 am and 7:00 pm CST.

Online: Visit mynylqbs.com. Register or login to file a claim.

You must advise your manager before your first day of absence or as soon as possible to report how long you plan to be absent.

If you are unable to report your absence to NY Life, a family member or your Zoetis manager or HR Business Partner can do so on your behalf.

When do I file a claim?

File a claim as soon as you know you'll be absent for any of these reasons:

- **STD** -apply once you have been unable to work for seven calendar days due to your own illness, injury or pregnancy.
- **FML** – If you have a serious health condition, need to care for a spouse/partner, child, or parent with a serious health condition, placement of a child with you for adoption or foster care, or Military for:
 - More than three days in a row.
 - Hours or days not necessarily in a row (intermittent).
 - A hospitalization for any amount of time.
- **Zoetis Leave** – If you need time away offered through a Zoetis leave policy including Caregiver, Parental, Adoption, Military, and Personal.

Requests for time away for Vacation, Bereavement, and Jury Duty are *not* reported to NY Life and should be submitted to your manager.

Or for one of the following:

- Birth of a child and care of a newborn child.
- Placement of a child with you for adoption.
- Care for a spouse, child, or parent with a serious health condition.
- Qualifying exigency reason(s) due to a family member's military deployment
- Care for a family member who's incurred a serious injury or illness in the line of active military duty.

What information do I need?

- Your name, phone number, home address, birth date, Social Security number and reason for your leave.
- Employer's name, email address and phone number.

And as applicable:

- Date and cause of illness or injury.
- First day of absence from work, as well as day you plan to return to work. If you're pregnant, please give your expected date of delivery.
- Name, address, and phone number of each doctor seen for the illness or injury causing the disability.
- Date of first treatment or date of doctor's appointment, as well as date of next treatment or appointment.
- Previous history of illness or diagnosis information, treatment plan, and recommended medications.

What happens next?

Short-Term Disability

is done to service your claim more quickly and to expedite payment of your benefits.

Here's how it works:

- After you provide NY Life your claim information, you will be transferred to a recorded message.
- Listen to the recording and answer "Yes" or "No" to the questions.
- At the end of the recording, say "Yes" if you give permission or "No" if you do not.
- You can cancel your permission at any time by calling your NY Life claim manager.

If you do not provide this permission, you will be mailed forms for your medical provider to complete.

After the intake call, NY Life will send you an acknowledgement letter. It will include a copy of the recorded message for your records. It will also include a form that gives NY Life permission to get other information NY Life may need to finish processing your claim (if needed). Please sign and return that form. Your manager and HR Business Partner will promptly be notified via email of your STD request and determination. They will also be kept current as to your expected and actual return to work date.

A NY Life claim manager will speak with you and Zoetis if needed to understand your job requirements. The claim manager may also call your doctor for your medical records if needed. This information will help determine how long you may be out of work, and the benefits you may be able to receive.

Please work closely with your NY Life claims manager and your physician to ensure that all required medical documentation (as required) is submitted as soon as possible. If all required medical documentation is not submitted in a timely manner, claimant's pay may be stopped. If initial claim or an extension request is still pending past the 15-business day grace period, the claimant will be placed on an unpaid leave until claim is approved by NY Life.

Family Medical Leave (FML)

FML can run concurrently with STD, certain Zoetis leaves or on its own. Once reported, you will receive information from NY Life about your eligibility, your rights under the Family Medical Leave Act (FMLA), and any additional information required. Should you not qualify for, or exhaust FML, NY Life will review your claim for a potential accommodation under the Americans with Disabilities Act (ADA), which will be reviewed for consideration by Zoetis.

Zoetis Leaves

If you are requesting a Zoetis leave independent of or to extend your time away following a disability claim or FML, NY Life will record your request for processing.

The following Zoetis leaves are administered by NY Life:

Adoption Paid Leave – up to six weeks of intermittent paid leave and up to an additional 6 weeks of continuous paid leave for primary parent. Additional unpaid leave is available under Parental Leave and must be taken within 12 months of the placement of the child in the home.

Parental Leave – up to 26 weeks including up to 12 weeks of paid leave and 14 weeks of unpaid leave. Leave must be taken within 12 months of the date of birth or the end of the child-birth disability, whichever is later. Unpaid portion of leave requires manager approval and will be determined based on business needs.

Partner/Care Leave – up to 12 weeks of unpaid leave available when you do not qualify for leave under the Family Medical Leave Act (FMLA) because of 1) insufficient hours worked during the prior rolling 12-month period and/or 2) relationship types not recognized under FMLA. Manager approval is required and will be determined based on business needs.

Personal Leave – for up to 12 weeks for emergency and unusual non-emergency circumstances (“General”); up to one year to pursue studies deemed beneficial to you and Zoetis (“Educational”); up to one year to seek and accept public office, accept a position at an educational or nonprofit institution or assume some other position with a defined civic objective (“Civic”). Manager approval is required and will be determined based on business needs.

Military Leave – for time needed to be absent from their civilian employment to serve in the country's uniformed services consistent with the Uniformed Services Employment and Reemployment Rights Act (USERRA).

Details of Zoetis leave eligibility and any impact to benefits are provided in the applicable Zoetis leave policy posted at HR for Me, including information on when you need to use vacation or PTO while on leave.

What happens if my STD claim is approved?

- NY Life will send you an approval letter that shows the date you're expected to return to work.
- You will receive separate information about your approval for FML, if applicable.
- NY Life will tell your manager and HR Business Partner that your claim was approved, and the date you plan to return to work.

What happens if my STD claim is denied?

- NY Life will send you a letter that explains why. The letter will also tell you how you can appeal the decision.
- NY Life will let your manager and HR Business Partner know that the claim is denied.
- You should call your HR Business Partner when you get the letter to discuss your return-to-work.

If your STD claim is denied, you may still be eligible for FML for your own serious health condition. NY Life will send you information about FML and your eligibility. If initial claim or an extension request is closed and denied by NY Life, the claimant will be placed on an unpaid leave immediately until claim is reopened and approved by NY Life or until such time that the claimant returns to work. If claim remains closed and denied, and the claimant fails to return to work at the time of closure and denial, claimant will be responsible for paying any disability benefits back to Zoetis during the time period that was not approved by NY Life.

What can I expect while I'm out?

Your NY Life claim manager will stay in touch to help you return to work quickly and safely. NY Life may work with you, your doctor and Zoetis to talk about different work options. This may include an adjustment to your job or work schedule.

What should I do when it's time to return to work?

- Call your NY Life claim manager and/or leave manager to tell them your return-to-work date in advance of that date and again on the actual date of your return.
- Call your manager to let them know the date you'll be returning to work. If you're out of work because of your own health condition, you will need to follow Zoetis' return to work protocol.
 1. Have your physician complete the Zoetis Return to Work (RTW) form sent to you from NY Life.
 2. If your physician indicates that you may return with **NO RESTRICTIONS you must** provide the completed RTW form to your manager prior upon your return-to-work date and your manager will forward to Occupational Health Services – Kalamazoo (OHS-KZO) as instructed on the form.
 3. If your physician indicates **ANY RESTRICTIONS** and ... you work at a Kalamazoo, MI, Lincoln, NE or Charles City, IA location, please call OHS-KZO prior to your return date at 269-833-7659 for their coordination with your manager **and** check in at their clinic on your return date.
...you work at other than the above sites, please call OHS- KZO at 269-833-7659 prior to your return-to-work date and they will coordinate your return with your manager.

What if I can't return to work on the date my leave is expected to end?

- Call NY Life to talk about the situation with your claim manager and/or leave manager ahead of the date you're expected to return. They'll call your doctor for an update. The submission of timely medical information is necessary for continued Zoetis pay.
- Call your manager to advise when you plan to return to work.

Questions?

Call **1.888.842-4462** or **1.866.562.8421** (Español) between 7:00 am and 7:00 pm CST to speak with a representative.