

Healthy Working Life[®]

Pre-disability vocational services participant guide.



One of the keys to reducing disability incidence is early intervention. That's why New York Life Absence AssistSM offers pre-disability services for our disability clients to help your at-risk employees stay-at-work safely. Our masters-level Vocational Coaches create personalized plans that help identify limitations and support employee's needs.

Who can benefit from pre-disability vocational services?

Here are some signs that an employee may be a good candidate for a referral to our program:

- The employee has been absent more due to their condition (calling out sick or coming in late/early)
- They have a past history of disability absence due to their condition
- The employee seems to be struggling to complete their job tasks
- They are complaining of pain or discomfort
- The employee requested replacement equipment, such as a different office chair, in order to be more comfortable

Employees who would not be appropriate for pre-disability vocational services include:

1. Individuals currently out of work on disability
2. Workers' compensation cases
3. Employees experiencing temporary pain or discomfort (not due to a serious health condition)



GROUP BENEFIT
SOLUTIONS

How would a Vocational Coach help?

Vocational Coaches help employees who are struggling with illness or injury access services and support that will make it easier and more comfortable to continue working. Our coaches help with:

Personalized Assessments

- Assess an employee's needs, abilities, motivation and medical restrictions that will affect his or her ability to perform job tasks.
- Identify barriers that may be preventing an employee from staying at work or returning to work.

Customized Recommendations

- Provide one-on-one coaching to help employees overcome barriers.
- Recommend opportunities for workstation ergonomic adjustments, proper body positioning/mechanics, job task modifications and assistive equipment.
- Collaborate with healthcare providers to support employees' participation in their treatment plan.

Consultative Guidance for Employers

- Offer tailored guidance to help ensure ADA compliance and reduce leave durations.
- Train employers to meet the needs of employees with disabling conditions.



How to make a referral for pre-disability vocational services

Step 1

- When a Human Resources representative, your health clinic staff (if you have them) or the employee's manager identifies someone that appears to be a candidate for pre-disability vocational services, first talk with the employee about what you have noticed.
- Tell the employee that New York Life Group Benefit Solutions (NYL GBS) may be able to help and ask if they would like to be referred to a Vocational Coach for assistance.
- Share our NYL [GBS customer FAQs](#) which explains what a Vocational Coach does and how they can help.

Step 2

- Use the referral form located on our [Health Working Life®](#) website to make the referral.
- Have the employee sign a "NYL GBS Release of Information Authorization" (located on the [website](#)). Note: We must have the employee's authorization to begin.
- Return the completed referral form and employee authorization form to PreDisability@newyorklife.com.

Step 3

- A Vocational Coach will confirm receipt of the referral with you. Then, they will contact the employee directly to complete the initial assessment.
- Reassure the employee that they will be contacted by the Vocational Coach to set up an appointment to discuss their situation privately.

Get started today

Everything you need to know about how to use this program can be found on our orientation website at newyorklife.com/group-benefit-solutions/predisability.

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. Policy forms: Disability -TL-004700 et al.

Product availability may vary by location and plan type and is subject to change. All group insurance policies and group benefit plans may contain exclusions, limitations, reduction of benefits, and terms under which the policy or plan may be continued in force or discontinued. For costs and details of coverage, review your plan documents or contact a New York Life Group Benefit Solutions representative.

New York Life Insurance Company

51 Madison Avenue, New York, NY 10010

© 2023, New York Life Insurance Company. All rights reserved. NEW YORK LIFE, and the NEW YORK LIFE Box Logo are trademarks of New York Life Insurance Company.

917012 a 0523 SMRU 5043097.2 (Ed.06.23)