



8503 Hilltop Drive, Ooltewah, TN  
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**To: All Employees**  
**From: Human Resources**  
**Re: Leave Management Changes**  
**Date: October 2, 2024**

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We would like to inform you of an important update regarding our leave management process.

Effective October 1, 2024, we transitioned from our in-house leave management to a specialized, external provider: **New York Life**. You may remember that we already use New York Life for some of our other benefits, like our EAP, LTD, AD&D, and Life Insurance benefits.

### Why This Change?

After careful evaluation, we decided that using a dedicated provider for our leave management, instead of handling it in-house, will provide significant benefits to both you, as the employee, and to the company.

Here are the key reasons for this transition:

1. **Enhanced Expertise:** New York Life specializes in leave management, ensuring that all processes, including FMLA, disability, and personal leave, are managed in compliance with the latest regulations and best practices.
2. **Streamlined Processes:** By using a single provider for multiple benefits, we can reduce redundancies and provide a more seamless experience for employees. The new system will offer a simplified approach to applying for and tracking your leave, resulting in faster processing times.
3. **Improved Support:** New York Life offers dedicated resources and support, meaning you'll have access to a team of experts to assist you with any leave-related questions or concerns. This level of support will help ensure that any issues are resolved quickly and efficiently.
4. **Increased Consistency:** With their established systems, we can expect a more consistent experience across all departments and employee groups. This will help ensure that everyone receives the same level of service and attention when managing leave requests.
5. **Focus on Core Operations:** By transferring this function, our HR team will be able to focus on other essential services, enabling us to better serve you, the employee.



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## What Does This Mean for You?

Starting on October 1, 2024, all employee leave requests will be processed through New York Life. This includes Family, Medical and Personal Leaves of Absence.

If you need to request a leave of absence, you will inform your supervisor and HR, then immediately begin your claim with New York Life, either online or by phone. A flyer that has these steps listed and what you'll need to file is posted on the Hook under the Benefits tab.

New York Life also has a website called *Work Wellness* that advises employees on how to stay healthy at work... and what to do if you need to go out on leave. You can access this site at [Work Wellness | New York Life Group Benefit Solutions](#).

## What if you are already on approved leave?

If you are already on an approved leave, you will receive a welcome letter from New York Life that will provide the contact information for your Absence Manager and other details relevant to your leave, like who to contact if you need to adjust or extend your leave.

## Conclusion

We understand that requesting a leave from work can be a stressful time. We believe that additional tools and resources offered by New York Life will improve the employee experience by offering streamlined processes and the ability to track and view details around your case, anytime that you need.

Of course, if you have any further questions, please reach out to your HR team. We are always here to help!