

How-To Document

New York Paid Family Leave (PFL) and Disability Benefits Law (DBL)

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Report a Claim

Request a new, New York Disability Benefits and/or Paid Family Leave in one of two ways

1. Call ReedGroup’s toll-free number at 800-441-9628 to speak to a ReedGroup Customer Service Specialist who will walk you through the process (preferred method)
2. Request a new leave on our Self Service Portal, <https://Borgwarner.myleaveproservice.com>

When to Report a claim

Request a new claim with ReedGroup as soon as you know you will be absent for any of the following reasons:

- New York Disability Leave – If you expect to be absent from work for more than 5 days, or 40 hours of work, for your own disability
- Paid Family Leave – if you have a family member with a serious health condition that results in you needing to care for a family member and expect to be absent from work for, or the below reasons:
 - More than 3 consecutive calendar days
 - Intermittent periods of time
 - Care of a newborn child
 - Placement of a child with you for adoption or foster care
 - Care for a spouse, child or parent with a serious health condition
 - Qualifying Exigency reasons arising from your family member’s military deployment
 - Care for a family member who incurred a serious injury or illness in the line of active military duty

Information Required

When you are ready to file your claim, please have the following information available:

- Your name, phone number, address, birth date, Social Security Number, and reason for your leave
- Your manager’s name and email address
- Your dates of absence
- Your providers’ contact information
- Your family members first and last name, date of birth, and relationship

Calling in your Leave

Calling the ReedGroup Service Center will put you in contact with a Customer Service Representative who will walk you through the intake process of creating your leave. The Customer Service Representative will confirm your identity, your reason for leave and the dates you expect to be absent. They will communicate the available leave policies for your request as well as the next steps required by you to support your leave.

Open/Plan a Leave on the Portal

NOTE: While you are able to create a new leave in the Self-Service Portal, it is our recommendation to call ReedGroup (1-800-441-9628) to do the initial intake to ensure all details are correct


1. Log into the portal via BorgWarner.myleaveproservice.com
2. Click 'Plan a Leave' button



3. Select toggle button for appropriate leave reason (if your leave reason is not listed, please use other and choose from the dropdown)

Please tell us about your leave. *

Your Own Health Condition
 Pregnancy / Maternity
 Family Health Condition
 Other

Select leave reason 

4. Select appropriate leave type: continuous, intermittent, or reduced work schedule

Please tell us what type of time off you would like to take: *






<p>Continuous?</p> <p>Out full-time between two different dates.</p> <p>Example: 1 week, 8 weeks, etc.</p>	<p>Intermittent?</p> <p>Out occasionally between two different dates.</p> <p>Example: Doctor's Appointments, Physical Therapy Sessions</p>	<p>Reduced Work Schedule?</p> <p>Working less than your normal schedule between two different dates.</p> <p>Example: 3 days a week instead of 5 days a week</p>
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5. Click Next
6. Fill in date boxes (select calendar icon to open window or type into box)

Employment Status: Active

Add Dates

Please tell us your leave dates:

When did this illness/injury occur? *	When is your last day of work? *
<input type="text"/> 	<input type="text"/> 
When does your leave start? *	When does your leave end? *
<input type="text"/> 	<input type="text"/> 
When do you expect to return to work?	
<input type="text"/> 	

7. Select toggle button to confirm whether or not your illness/injury is work-related
 - a. Second question will be grayed out if you select No in response to the first question

Was your illness/injury work related? *

Yes No

Have you filed (or plan to file) a claim for worker's compensation? *

Yes No

[Previous](#)

8. Click Submit
9. Click OK

What's Next

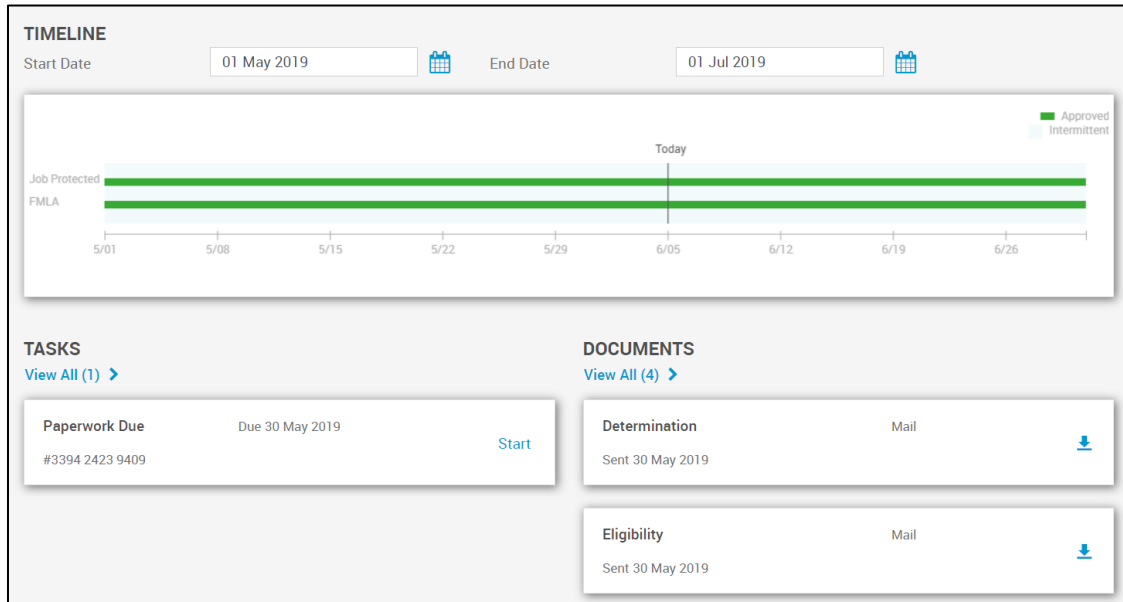
At the completion of Intake, an Eligibility notification packet will be sent to you. This packet will include important information about your request, as well as any forms you will be required to fill out in order to support your leave. Additionally an Eligibility notification will be sent to your Manager and HR Department so they are aware of your request for leave.

If Paid Family Leave is applicable additional paperwork will be needed. Please complete your portion of the request for Paid Family Leave, please have your employer complete the employer section.

If New York Disability Leave is applicable to your leave, you will be contacted by a Disability Case Manager the next day to gather additional information relevant to your request.

View Leave Information in the Portal

1. Log into the portal via BorgWarner.myleaveproservice.com
2. Navigate to the Current Leaves section on your welcome page to see all your open leaves
3. Once you have found the leave you need to see details on, click Details
4. On this leave details page, you will be able to see:
 - a. Leave ID
 - b. Dates requested (for that leave only)
 - c. Employment status (i.e. Leave of Absence)
 - d. Timeline
 - i. This will show you all leave plans for which the status is approved/denied/pending
 - ii. You can adjust the start and end date by clicking the calendar icons to see a specific timeframe. Default time frame is the entire leave duration
 - e. Tasks
 - f. Documents

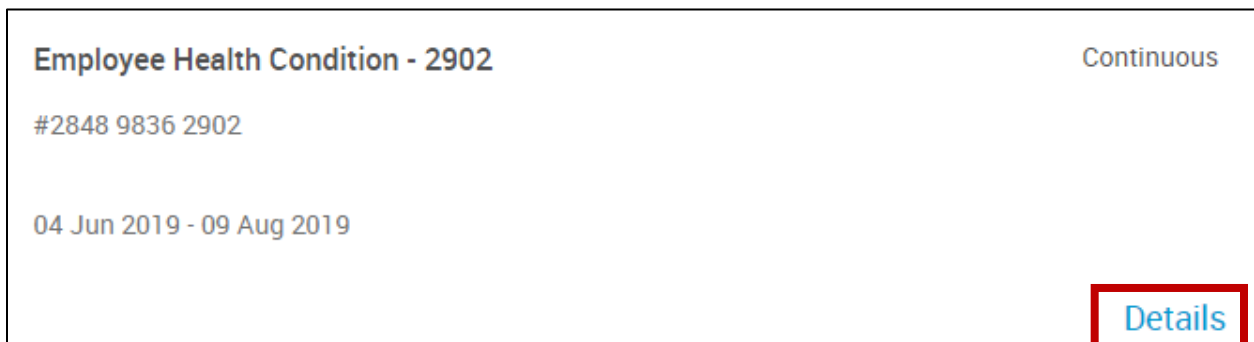


5. You can also click the Print Leave Details icon in the top right corner to open a printable summary of this information

How to Submit Paperwork

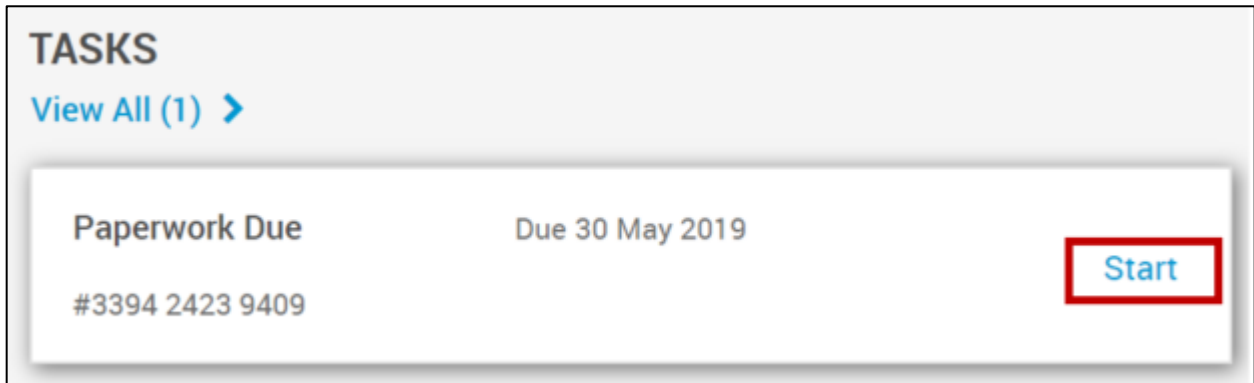
You can either fax your paperwork (518-880-6895) to ReedGroup or upload it via the Self-Service Portal

1. Log into the portal via BorgWarner.myleaveproservice.com
2. Navigate to the Current Leaves section on your welcome page to see all your open leaves
3. Once you have found the leave you need to see details on, click Details



4. Navigate to the Tasks section

5. Find the Paperwork Due task and click Start



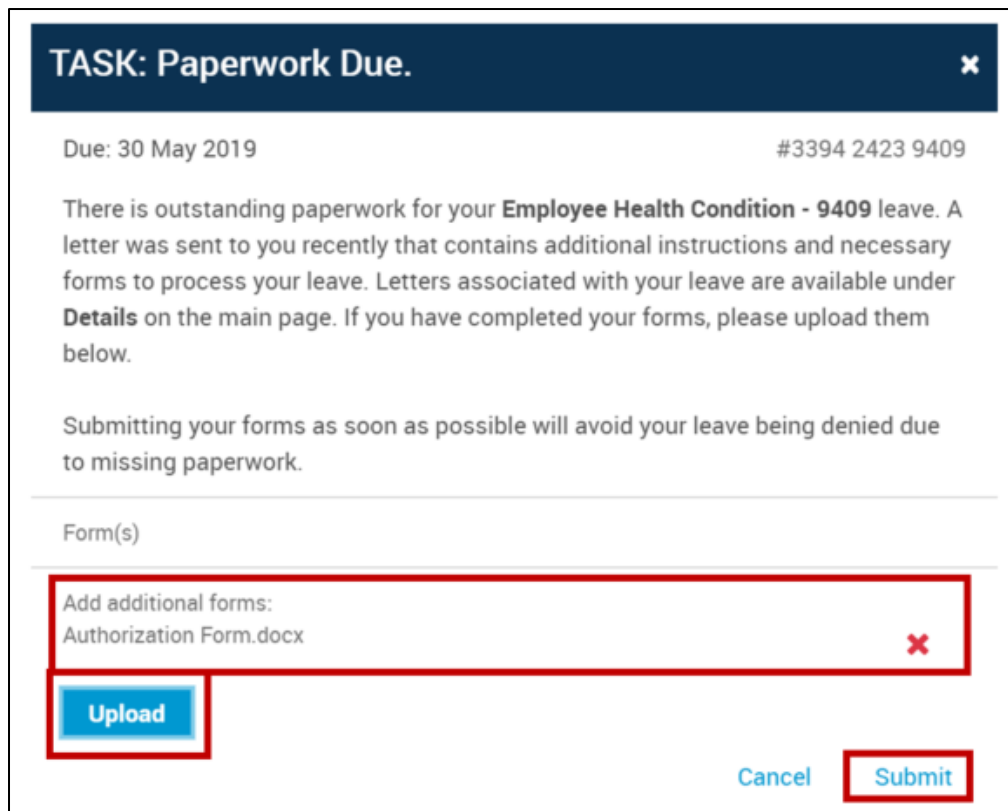
TASKS
[View All \(1\) >](#)

Paperwork Due Due 30 May 2019

#3394 2423 9409

Start

6. Click Upload and attach your forms from your computer
7. Verify that your forms show in the list. If you need to remove any after they are uploaded, click the red X
8. When all forms are uploaded, click Submit



TASK: Paperwork Due. x

Due: 30 May 2019 #3394 2423 9409

There is outstanding paperwork for your **Employee Health Condition - 9409** leave. A letter was sent to you recently that contains additional instructions and necessary forms to process your leave. Letters associated with your leave are available under **Details** on the main page. If you have completed your forms, please upload them below.

Submitting your forms as soon as possible will avoid your leave being denied due to missing paperwork.

Form(s)

Add additional forms:
Authorization Form.docx x

Upload

Cancel **Submit**

Intermittent Leave - Request & Enter time

An approved intermittent leave must already have been created in order to report time.

1. Log into the portal via BorgWarner.myleaveproservice.com
2. In Current Leaves section, click "add time" hyperlink in the appropriate open intermittent leave



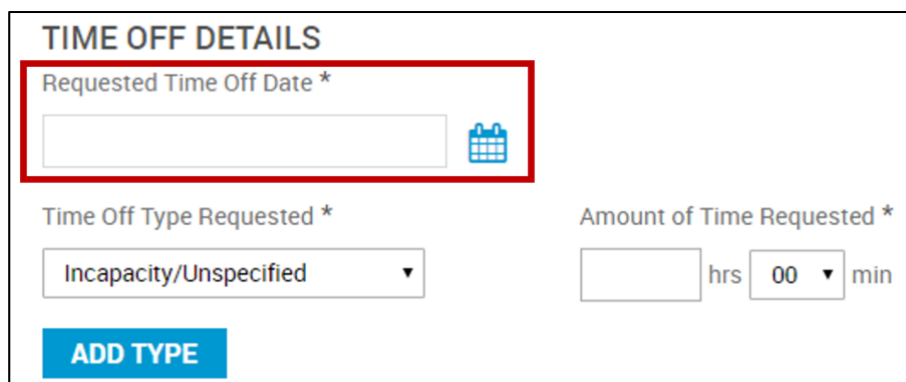
Employee Health Condition - 9409 Intermittent

#3394 2423 9409

01 May 2019 - 01 Jul 2019


[Add Time](#) [details](#)

3. Click calendar for date you are reporting



TIME OFF DETAILS

Requested Time Off Date *

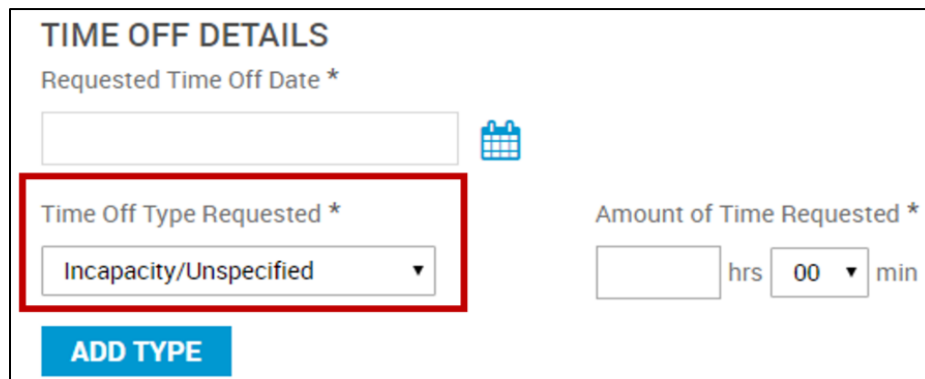


Time Off Type Requested * Amount of Time Requested *

hrs min


[ADD TYPE](#)

4. Choose the time off type for your request
 - a. Click Add Type if you need to enter more than 1



TIME OFF DETAILS

Requested Time Off Date *



Time Off Type Requested * Amount of Time Requested *


hrs min

[ADD TYPE](#)

5. Add hours and minutes for time taken off

TIME OFF DETAILS

Requested Time Off Date *



Time Off Type Requested *

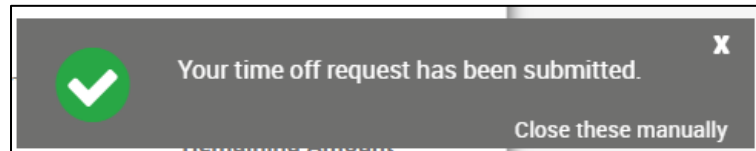
Incapacity/Unspecified ▼

Amount of Time Requested *

hrs min

ADD TYPE

6. Click Submit
7. Verify that you get pop up saying that time off request has been submitted and that your time is now showing on the calendar by clicking on the date of your requested time off



How to Contact ReedGroup

- Phone: 1-800-441-9628
 - Monday through Friday
 - 8:00 AM - 8:00 PM EST
- Online via Self-Service Portal:
 - BorgWarner.myleaveproservice.com
 - 24/7
- Fax: 518-880-6895

Frequently Asked Questions

What happens when a decision is made on my claim?

- You will receive a Determination Notification that shows all plans that are applied throughout the duration of your request and a status for each plan
- Your manager and HR team will receive a Determination Notification that shows all plans that are applied throughout the duration of your request and a status for each plan
- If your claim is approved
 - Your letter will indicate your next steps in the case management process
- If your claim is denied
 - If New York Disability is denied your Determination Notification will provide specific reasons for the denial, and information on how to appeal the denial or the next steps

What can I expect while I am out on a disability leave?

During your disability, your ReedGroup Disability Case Manager will be in contact with you to discuss your progress and keep your claim up to date. Your Case Manager will work with you on getting you back to work safely.

What should I do when I am ready to return to work?

Your Case Manager will be working with you through the duration of your claim to determine when you will be ready to return to work. Please confirm your intent to return with ReedGroup.

If you are returning from a continuous disability leave, you will be required to provide information from your provider that clears you to return to work. You will not be allowed to return without this clearance. Please send this information to ReedGroup, and ReedGroup will work with your Manager to facilitate your return.

Do I need to communicate with BorgWarner directly

Although you will be working with ReedGroup on your leave of absence, you will still be required to follow BorgWarner reporting policies. You will need to call BorgWarner to report your absence on or before your first day out, and inform them of your return to work date.