

Transition of Leave of Absence Administration to The Hartford Frequently Asked Questions (FAQs)

Why is B&B changing to The Hartford for administration of leaves of absence?

The Hartford is a best-in-class leave administrator with over 70 years of group benefit experience, with a dedicated team of highly trained specialists who are well-versed in disability claims management, leave administration, and accommodations. We look forward to partnering with them to offer their excellent customer service and knowledge to our B&B teammates.

When is this change taking place?

Effective **April 1, 2022**, The Hartford will manage Short Term Income Replacement (STIR) and Long-Term Disability (LTD) claims for benefit eligible teammates and leaves of absence under the Family and Medical Leave Act (FMLA), as well as New York (DBL) and Hawaii (TDI) for benefit eligible teammates.

What happens if I am starting a leave of absence in March?

All leaves of absence beginning before April 1, 2022, should be reported to New York Life (NYL). You can submit a request for a leave of absence or report a claim to NYL by calling **1-888-842-4462 or 1-866-562-8421 (Spanish)**

What happens if I am starting a leave on or after April 1?

Beginning April 1, absences must be reported to The Hartford, you can report an absence by calling 1-888-277-4233

I filed my leave already, what happens now?

If you've filed for an NY Paid Family Leave (NY PFL), New York Disability (NY DBL), a STIR or an LTD claim which will begin prior to April 1, it will remain with New York Life (NYL) for the duration of claim. Please remain in contact with New York Life during this time.

However, if you filed a Family Medical Leave or any statutory leave with NYL prior to April 1, it will be transitioned to The Hartford on April 1. You will receive further communication from The Hartford in late March.

Teammates in this situation will need to stay in contact with both NYL and The Hartford.

What if my leave start date has changed?

If the start date of your leave of absence changes prior to April 1, you should contact NYL so they can update your leave record(s). Beginning April 1, any changes to your leave(s) should be reported to The Hartford.

What if I have an intermittent FMLA Leave on file with New York Life?

All intermittent FMLA Leaves will transition from NYL to The Hartford on April 1.

Beginning April 1, you will need to report each intermittent absence to The Hartford. You will receive further communication from The Hartford in late March.

I have a question that is not addressed by this document, who can I call?

Please feel free to contact your Team Resources Contact.