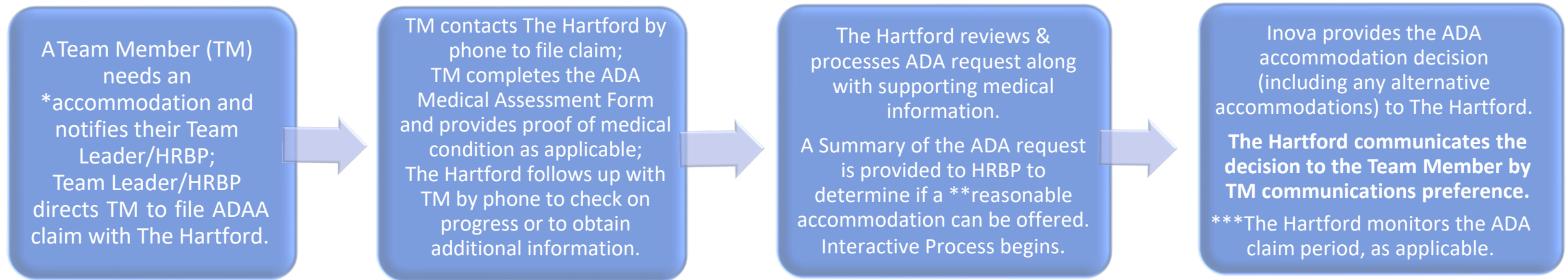


Team Member ADA Accommodation (ADAA) Claim Process



Team Members or the HRBP may report an ADA claim. After the ADA claim is reported to The Hartford by the Team Member, The Hartford will engage the HRBP/HR Benefits.

INOVA TEAM MEMBER

Team Members file their claim by calling The Hartford at 888-301-5615 between 8:00 am and 8 pm. EST Monday- Friday. TMs register on The Hartford portal (<https://TheHartford.com/MyBenefits>) using their personal email address and indicate their communications preference (electronic or by US Post) to The Hartford.

The Hartford sends the [Acknowledgement letter](#) and [Medical Authorization](#) and [ADA Medical Assessment Form](#) to the TM and will contact the HRBP/HR Benefits of the ADA claim being filed. The TM will coordinate with The Hartford on their specific ADA needs. If alternative accommodations are needed based on Inova's decision, the Hartford will engage the TM and TM's Health Care Provider (HCP) to explore the alternative accommodations.

Any pregnancy or religious accommodation requests are handled internally and TMs will work directly with HRBPs on those requests.

* A TM does not need to expressly state they need an accommodation. If the TM makes a statement that indicates they have difficulty with or are prevented from performing their job or have difficulty or are prevented from having access to places or areas such as TM parking, a lunch area, getting through a doorway, etc., this should signal to the Team Leader that the TM needs to contact their HRBP. The HRBP will direct the TM to The Hartford and this will begin the ADA claims process.

** Reasonable accommodations are any changes in the TM's terms or conditions of employment, or in the way in which the TM's job is ordinarily performed, that enables the TM to perform the essential functions of the TM's position.

INOVA HR BUSINESS PARTNER

If the HRBP files a claim on the TM's behalf: complete and send the [ADA Medical Assessment Form](#) and [Medical Authorization](#) to The Hartford email address (GBClaims@thehartford.com) or by fax: **833-357-5153**.

1. When TM files an ADA claim The Hartford will notify the HRBP/eServices. TM's may need to contact their TM Leader to complete the details on the ADA Medical Assessment form.
2. Whether the TM files the ADA claim or the HRBP files on the TM's behalf, it is helpful to include the TM's job description.
3. If the HRBP has filed an ADA claim on behalf of the TM, please include the signed Medical Authorization form.

After The Hartford provides the Summary of the TM's accommodation request, Inova provides the decision or presents *alternative* accommodations. The Hartford communicates the decision to the TM or re-engages the TM and their HCP to discuss the *alternative* accommodations offered by Inova.

***If the accommodation is successful after a period of monitoring The Hartford will close the ADA accommodation file as a successful ADA outcome.

If at any time during an accommodation the TM needs a modification, the TM should be directed to contact The Hartford to have their accommodation reevaluated. An HRBP may also contact The Hartford to re-engage in the ADA process on the TM's behalf.