



AMERICANS WITH DISABILITIES ACT (ADA) REASONABLE ACCOMMODATION— TEAM MEMBER RESPONSIBILITIES

To comply with applicable laws ensuring equal employment opportunities for individuals with disabilities, Inova Health System will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or a team member, unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result.

1. CONTACT THE HARTFORD TO FILE YOUR ACCOMMODATION REQUEST AND REGISTER ON THE HARTFORD PORTAL

- File your ADA claim by calling The Hartford directly at 1.888.301.5615 between 8 am and 8 pm EST Monday- Friday. Any pregnancy or religious accommodation requests are administered internally, and TMs will work directly with HR Business Partners (HRBPs) on those requests.
- Register on The Hartford portal (<https://TheHartford.com/MyBenefits>) using your personal email address to access up-to-date claim status information and to upload any necessary forms or supporting documentation.
- Choose your communications preference for The Hartford to receive claim information and be contacted by text, personal email, or by mail.
- In some cases, a leave of absence may be considered a reasonable accommodation, even if the TM has exhausted or is not eligible for FMLA. Some disabilities or chronic conditions may fall under the Family and Medical Leave Act (FMLA) and you will be directed by The Hartford as to what claim is most applicable to you.
- If your HRBP files a claim on your behalf, you will need to complete the *ADA Medical Assessment Form* and *Medical Authorization* and send those documents to The Hartford by email (GBClaims@thehartford.com) or by fax: 1.833.357.5153.

2. TIMELY SUBMISSION OF ANY REQUIRED CERTIFICATION & SUPPORTING DOCUMENTATION

- The *ADA Medical Assessment Form* must be completed and signed by your healthcare provider within 15 days and sent to The Hartford via fax: 1.833.357.5153, by mail to: The Hartford; P.O. Box 14869; Lexington, KY 40512 or by email to: GBClaims@thehartford.com.
- Your accommodation determination will be delayed if the required supporting paperwork is not returned timely to The Hartford.
- Once The Hartford receives any supporting documentation for your claim, the review process could take up to 5 business days after the receipt of that information.

3. PARTICIPATE IN THE INTERACTIVE PROCESS WITH YOUR HRBP

- A Summary of the ADA request is provided by The Hartford to your HRBP to begin the interactive process.
- Engage in an interactive dialogue with your HRBP to evaluate and facilitate your request or to suggest other effective alternatives to find an effective reasonable accommodation that may enable you to perform the essential functions of your job.
- The HRBP will determine if a reasonable accommodation can be offered.
- If an accommodation would impose an undue hardship on the operation of business, the interactive process continues, and alternate accommodations may need to be explored.

4. COMMUNICATE AND COORDINATE WITH YOUR HRBP AND THE HARTFORD

- The Hartford will communicate the approval or denial decision regarding your requested accommodation to you by your communications preference.
- If your accommodation request has been approved, an implementation plan will be set in place to support your request.
- If you require an extension for your accommodation, coordinate with The Hartford to provide additional supporting documentation as needed.
- If your accommodation request was denied, follow up with your HRBP to understand next steps or to begin the accommodation appeal process.

5. GET MORE INFORMATION AND ANSWERS TO YOUR QUESTIONS

- For questions related to your ADA claim or to file a claim for FML or STD, contact The Hartford directly at 1.888.301.5615 or visit <https://thehartford.com/mybenefits>
- For HR related questions, contact Inova HR eServices at 1.703.205.2166 or email eservices@inova.org
- For Benefits information, refer to the Inova Benefits Center at 1.877.466.8201 or visit www.myinovabenefits.org
- Refer to Team Member RESOURCES on the Inova Benefits Portal at www.myinovabenefits.org
- For more details on Inova's **ADA Reasonable Accommodation Program, Disability and Medical-Related Leave Programs, Time Away Programs and Family & Medical Leave Act** policies, refer to InovaConnect → PolicyStat.
- Keep the **Contact & Resource information** (page 2) on-hand as a reference.



IMPORTANT RESOURCES/CONTACT INFORMATION:

Resource	Administrator	Contact
Absence and Disability Insurance company	The Hartford (effective 7/1/23)	The Hartford: 1-888-301-5615 (8am-8pm EST) https://Thehartford.com/mybenefits Email: GBClaims@thehartford.com The Hartford PO Box 14301 Lexington, KY 40512-4301
HR eServices	Inova	703-205-2166 Fax: 703-205-2144 Email: Eservices@inova.org
Inova Benefits Center	Inova	1-877-466-8201 www.myinovabenefits.org
Employee Assistance Program (EAP) <i>(Providing creative solutions for the demands of life and work)</i>	Inova	1-800-346-0110 (available 24 hours, 7 days a week, 365 days a year) https://www.inova.org/our-services/corporate-health-services/employee-assistance-program Username: Inova Password: EAP
Lyra Health <i>(Providing support for emotional & mental wellbeing)</i>	Lyra Health	1-877-331-4685 Email: care@lyrahealth.com https://Inova.lyrahealth.org
Inova Well <i>(Offering Childbirth and parenting classes, WellBaby program, new mom & postpartum support groups)</i>	Inova	703-698-2400 Email: inovawell@inova.org Inova Well: www.inova.org/our-services/inova-well Inova WellBaby: inovawell.org