

### Accommodation Request

# CHECKLIST

Please follow the instructions below to ensure your accommodation request is processed correctly.



## STEP 1:

Contact Human Resources at [HRTEAM@connerstrong.com](mailto:HRTEAM@connerstrong.com) to schedule to schedule an accommodation request meeting.

## STEP 2:

- To request your accommodation contact New York Life (NYL) at 888-842-4462. Once you submit your request, your accommodation form will be mailed to you or the form can be downloaded directly from [mynylgbs.com](http://mynylgbs.com) 48 hours after your claim is filed.
- Create your online employee account to view the status and download documents within your claim.
- Complete the Americans with Disabilities Act (ADA) Accommodation Request Form. After you complete your part of the form, it is your responsibility to make sure your health care provider submits the medical certification.
- Completed form(s) can be provided by you or your doctor to New York Life: Online: Log on to [myNYLGBS.com](http://myNYLGBS.com) and under "My Claims", select your claim number. Next, beneath "Documents", click on "Upload a Document". • Email: [AbsenceManagement@newyorklife.com](mailto:AbsenceManagement@newyorklife.com) • Fax: 866.472.3221 • Mail: New York Life Group Benefit Solutions PO Box 81077 Cleveland, OH 44181