

## The Americans with Disabilities Act (ADA)

# How to file an accommodation request

**Policy #:** 24-000055-04

**Policyholder:**  
Florida Institute of Technology

Our ADA team is here to help you and your employer work together and discuss your accommodation needs.

### To check on the status of your claim

Contact Symetra at 1-877-377-6773  
(8 a.m. to 8 p.m. ET, Monday–Friday)

## ① Know when to file

If you have a disabling condition and want to continue working or return to work after a leave of absence, accommodations from your employer can help mitigate the disability-related difficulties of doing your job. If you need reasonable accommodations, please file an accommodation request as soon as possible.

## ② Collect the following information

- ✓ Your contact information and Social Security number.
- ✓ Your employment background: title, job duties, location and date of hire.
- ✓ Your HR representative's name and phone number.
- ✓ Your group policy number (listed to the left).
- ✓ The type of accommodation you require.
- ✓ What activities at work you're having difficulty completing.

## ③ Contact Symetra to start your claim

Call us at 1-877-377-6773.

Customer service representatives are available 8 a.m. to 8 p.m. ET, Monday through Friday.

They will initiate your accommodation request and explain the process. Calls received after normal business hours will be returned the next business day. Please leave a detailed message with the name of your employer, your first and last name and a phone number where we can reach you.

[Continued >](#)

## Frequently asked questions

### What is the Americans with Disabilities Act of 1990?

This act makes it unlawful to discriminate in employment against a qualified individual with a disability. As an employee under this act, you have the right to request reasonable accommodations that will change or adjust your job or work environment to permit you to perform the essential functions of your job with a disability.

### What types of reasonable accommodations can I request?

Accommodation requests are based on your individual disability needs and the essential functions of your job. A few examples may include providing or modifying equipment or devices, job restructuring, part-time or modified work schedules, reassignment to a vacant position or providing readers and interpreters.

### What happens after I submit my request for accommodation?

Symetra's ADA specialists will contact you by phone to discuss your request in detail and explain how the ADA process works. If medical information is needed, they will send you a questionnaire that your medical provider must complete and return within 15 days of the request. Once this is received, the ADA specialist will contact your employer to review your request and the information provided. Then your employer will determine if they are able to approve or deny the request. Symetra will then communicate the decision to you.

### Can my employer deny my request?

Yes. Your employer can deny your request for accommodation if they can show that the accommodation would cause an undue hardship—that is, it would require significant difficulty or expense.

### What happens when my accommodation period ends?

Your ADA specialist will contact you and your employer before the end date or 30 days after the approval to determine if the accommodation is needed and able to be continued by your employer.



Symetra Life Insurance Company  
777 108th Avenue NE, Suite 1200  
Bellevue, WA 98004-5135  
[www.symetra.com](http://www.symetra.com)

Symetra® is a registered service mark of  
Symetra Life Insurance Company.

Absence management is provided by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004. Benefits may not be available in all states and are not available in any U.S. territory. Policies may be subject to exclusions, limitations, reductions and termination of benefit provisions.

For costs and complete details of the coverage, contact your HR representative.