

▶ ADADVOCATE® ACCOMMODATION SUPPORT SERVICES



HELPING MEET THE TOUGHEST ADA CHALLENGES

Employers continue to struggle with the Americans with Disabilities Act (ADA). And it's no wonder. From regulatory compliance and administration to trying to find the right accommodation to help disabled employees do their jobs, there's a lot to consider.

Because being accommodating isn't easy

The ADA and more recent Americans with Disabilities Act Amendments Act (ADAAA) have created new workplace challenges. Employers must provide disabled employees with reasonable accommodations such as ergonomic equipment, job restructuring, and flexible leave policies, just to name a few. But many struggle with where to begin.

Managing ADA accommodations can be complicated. 47% of employers find identifying potential reasonable accommodations difficult or very difficult.¹ To consistently and effectively administer ADA accommodations, employers must be proficient in addressing legal, compliance, vocational, clinical, and human resources concerns. And, because the cost of non-compliance is significant, employers can't ignore their obligations.

\$135.2 million was awarded to victims of disability discrimination in 2017 alone by the Equal Employment Opportunity Commission (EEOC).²

Employers need an Advocate... Introducing Prudential ADAdvocate.

The Prudential Insurance Company of America's (Prudential's) ADAdvocate Accommodation Support Services complement and enhance our industry-leading Absence and Disability Management solutions. With over 60 years in the industry, Prudential has a proven track record of successfully returning disabled employees to work. As your service provider, we will leverage our expertise to help ease employer's administrative burden, manage workforce productivity and most importantly, help mitigate the compliance risk of penalties or litigation.

We can help meet ADA accommodation needs

ADAdvocate Accommodation Support Services provide administrative support to employers. We can help identify many worksite accommodations needed to help disabled employees stay on the job or return to work after a disability-related absence.

ADAdvocate services simplify obligations and burdens with:

Flexible solutions: ADAdvocate is available to employers with 500 or more employees and can be purchased on a stand-alone basis or integrated with Prudential's portfolio of products and services.

Administrative Ease: Prudential assumes the mechanics of ADA administration. We'll outreach for medical documentation, handle employee communications, and help implement and track accommodations. Plus, our case managers will recommend potential accommodation options and provide support during interactive discussions with employees.

Accommodation Expertise: We understand that most employers don't have the in-house resources—with all of the specialties required—to effectively administer the ADA. But, with ADAdvocate services, Prudential's experts become part of their team. Case managers have extensive disability and absence claim experience, and members of our knowledgeable staff have earned ADA certification through professional organizations. We round out this regulatory expertise with Prudential's vocational rehabilitation and clinical staff, who are available to consult on individual cases.

ADAdvocate offers three service options:



Full Administration

A full suite of ADA workplace accommodation support, including outreach for medical, interactive process support, implementation assistance, monitoring, and reporting.



Assessment-Only Referrals

Customers supplement their in-house administration with Prudential ad hoc assistance on specific, often complex accommodation requests.



Leave Only

Absence Management services customers receive assistance in managing ADA leave accommodation requests. Service is available at standard or enhanced levels.

ADAdvocate Services	Full Administration	Assessment-Only Referrals	Leave Only
Intake Request	From Employer only ³	From Employer only ³	From Employer or Employee
Employee Communications	✓	Optional Service	✓
Medical Documentation Outreach	✓	Optional Service	✓
Employer Interactive Discussion Support	✓	Optional Service	✗
Vocational Rehabilitation Referrals	✓	✓	✓
Assist at Work Accommodation Support	✓	✓	✗
Leave Accommodation Support	✓	✓	✓
Accommodation Tracking	✓	✓	Leave Only
Reporting & Analytics	✓	✓	✓

► **EXPERIENCE. SIMPLICITY.**

Everything we do is designed to make accommodation administration easier—for you and your employees. To learn more about ADAdvocate services, please contact your Prudential representative.

¹ Survey of Employer Practices Related to the Americans with Disabilities Act results white paper by Reed Group and Spring Consulting Group, September 2013.

² Based upon FY 2017 EEOC ADA Charge and Resolution statistics. Source: <http://www.eeoc.gov/eeoc/statistics/enforcement/ada-charges.cfm> - - last access date 10/9/2018

³ If Prudential is your absence administrator, ADA Leave requests may be submitted by either the employer or the employee.

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