

Disability with FMLA

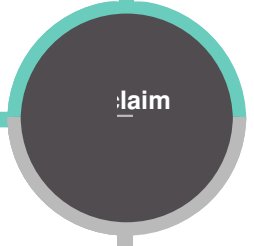


Benefits Specialist opens communication lines

- Emails client indicating new claim/leave
- Updates Daily Activity Report; can access 24/7
- Sends **Employee** Leave Eligibility Notice and Claim Initiation Letter*

Benefits Specialist partners with employee, employee's supervisor and HR

- Calls **Employee** to gather/share information
- Reviews contractual eligibility
- Ensures restrictions/limitations are medically supported
- Assesses for clinical/vocational intervention



Yes

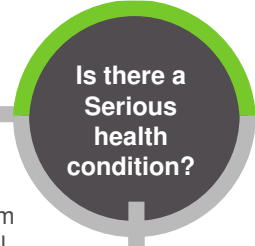
Short Term Disability claim approved

- Leave Specialist:**
- Sends Approval Letter to **Employee**
 - Emails notification to ER contact
 - Updates Daily Activity Report

Benefit Specialist provides ongoing claim support

- Monitors claim and duration
- Partners with **Employee**, ER contact and potential **return-to-work** options
 - Clinical resources
 - Nurse-to-nurse calls
 - Roundtables and physician referrals
- **Transition to Long Term Disability**
- **Automatic Waiver of Premiums**

No



Yes

Leave is approved

- Leave Specialist:**
- Sends Designation Letter to **Employee**
 - Emails notification to ER contact
 - Updates Daily Activity Report

Leave with return-to-work

- Calls **Employee** prior to return-to-work to verify on the status of the employee
- Emails **Employee** work schedule and employee as soon as possible
- Updates Daily Activity Report

No

Leave Specialist:

- Evaluates Short Term Disability file medical information for evidence of Serious Health Condition

Leave Management Center:

- Sends **Employee** a Letter of Delayed Certification
- **Employee** is prompted to submit a completed FMLA certification within 18 days

Leave Eligibility Notice, or only?*

FMLA only

Leave Management Center opens communication lines

- Sends email indicating new leave
- Updates Daily Activity Report which you can access
- Within two days, mails the **Employee** an Eligibility notice – including Medical Certification and Rights and Responsibilities

Employee is prompted to submit complete certification within 15 days

Day 16: Leave Specialist follow-up

- Sends a Reminder Letter to the **Employee** if certification has not been received
- Letter notifies **Employee** of a seven-day extension:



Incomplete certification? Leave Specialist provides assistance

- Sends an Incomplete Certification Reminder Letter to **Employee**
- Calls **Employee** to explain why certification

Yes



No

Leave with return-to-work

- Sends **Employee** work schedule and employee as soon as possible
- Updates Daily Activity Report