



# FMLASource – Standard Leave Process



Employee (or HR if necessary) requests leave:

- Website: [www.fmlasource.com](http://www.fmlasource.com)
- Smartphone App: FMLASource Now
- E-mail [FMLACenter@fmlasource.com](mailto:FMLACenter@fmlasource.com)
- Phone: 1.844.242.6747
- Live service 8:30 a.m. – 10:30 p.m. EST
  - Automated (IVR) phone system (24 hours)

# FMLASource – Standard Leave Process



## We will:

- explain leave process and company policies
- open a leave request in our system
- determine eligibility for FMLA or other leave
- seek authorization to contact health care provider if needed

# FMLASource – Standard Leave Process



Within 5 business days of the request, we will send:

- leave “request letter”
- “your next steps” document
- required rights and responsibilities documents
- blank medical certification form
- any applicable return to work documentation

We will notify employees by phone or email of approaching deadlines

# FMLASource – Standard Leave Process



Employee or health care provider must return completed paperwork

- Due 15 days after issuance, plus your grace period (7 days)
- Incomplete paperwork - additional 7 days to “cure”
  - FMLASource will conduct outreach to health care provider on behalf of employee if authorized by employee

We will notify employees by phone or email anytime paperwork is received

# FMLASource – Standard Leave Process



We will send:

- a leave “decision letter” indicating approval, denial or partial approval
  - Managers will be cc’d on letters
- “your next steps” document
- any applicable return to work documentation

# ADA-Specific Leave Process Overview



# ADA-Specific Leave Process



We will initiate our ADA process whenever an employee needs leave for his/her own health condition and:

1. is ineligible for FMLA and/or state leave due to hours worked
2. is ineligible for FMLA and/or state leave due to length of employment
3. has exhausted his or her FMLA entitlement

**Remember: we will assess and deny FMLA before initiating the ADA process**

# ADA-Specific Leave Process



We will send:

- an ADA-specific leave “request letter”
- a blank ADA medical inquiry form
  - allows for deeper inquiry than an FMLA medical certification form
  - copy sent directly to health care provider, if authorized

Employee has 15 days to return paperwork

- Denials for lateness of ADA paperwork are “soft” denials
  - Do not take immediate disciplinary action on a denied ADA leave

# ADA-Specific Leave Process



We share the completed ADA form with your HR team

We seek HR's decision on whether Memorial can reasonably accommodate the ADA leave request

- HR engages in ADA “interactive process” with employee
- HR may contact manager for input
  - Leaves for less than 90 days will be approved without consult
- HR communicates accommodation decision
  - Unlike FMLA, an ADA leave request could be denied if leave would cause “undue hardship” for employer

We send ADA decision letter

# FMLASource – Tracking Intermittent Leaves

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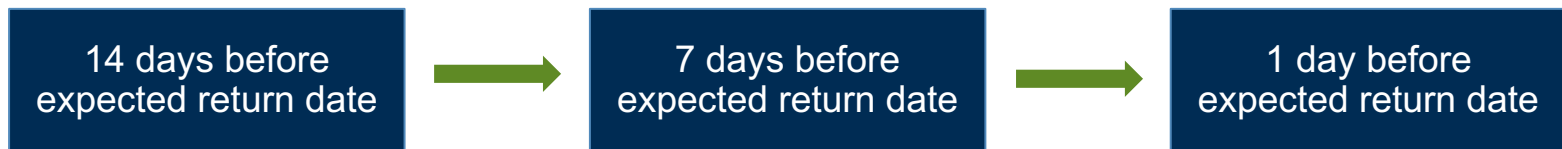
Employees can report intermittent absences to us via:

- Website: [www.fmlasource.com](http://www.fmlasource.com)
- Smartphone App: FMLASource Now
- E-mail [FMLACenter@fmlasource.com](mailto:FMLACenter@fmlasource.com)
- Phone: 1.844.242.6747
- Live service 8:30 a.m. – 10:30 p.m. EST
  - Automated (IVR) phone system

# FMLASource - Return to Work

## FMLASource will:

- Provide the employee (and healthcare provider, if authorized) with any required return to work documents
- Collect RTW documents and advise HR and Manager of any restrictions
  - HR and Manager confer and advise FMLASource if employee may return with restrictions or should remain on leave.
- Request employee's confirmation of return to work date



# FMLASource Resources

	<b>FMLA Inbox</b> (fmlacenter @fmlasource.com)	<b>Phone</b> (844-242-6747)	<b>Website</b> (fmlasource.com)	<b>Phone App</b> (FMLASource® Now)	<b>Account Manager</b> (Partners with HR)
Open new leaves	X	X	X	X	
Track leave time	X	X	X	X	
Request extensions	X	X	X	X	
Report return to work	X	X	X	X	
Customize and run reports			X	X	
View employee data			X	X	
24-hour access to leave data			X	X	
Solve complex leave issues					X
Discuss compliance concerns					X
Discuss abuse/recertification					X