

FMLA Source[®] Orientation



Stay Ahead of Performance, Productivity and Health Issues

FMLA Source[®]

Agenda

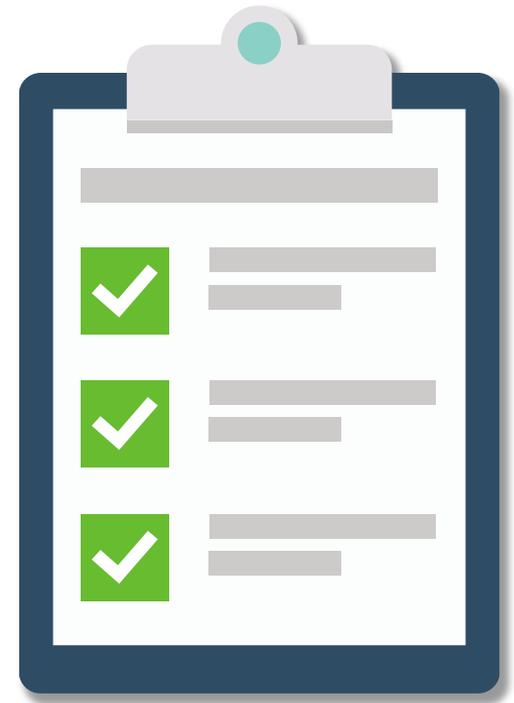
Introduction to FMLASource®

Overview of Services

Employee Experience

Employer Roles and Responsibilities

Employer Tools and Resources



Who We Are: Absence Management Experts



Founded in 2000, with 20+ years of experience

Part of ComPsych Corporation, a clinical-first organization and the established leader in behavioral change



Flexible partner specializing in absence management and compliance leave laws

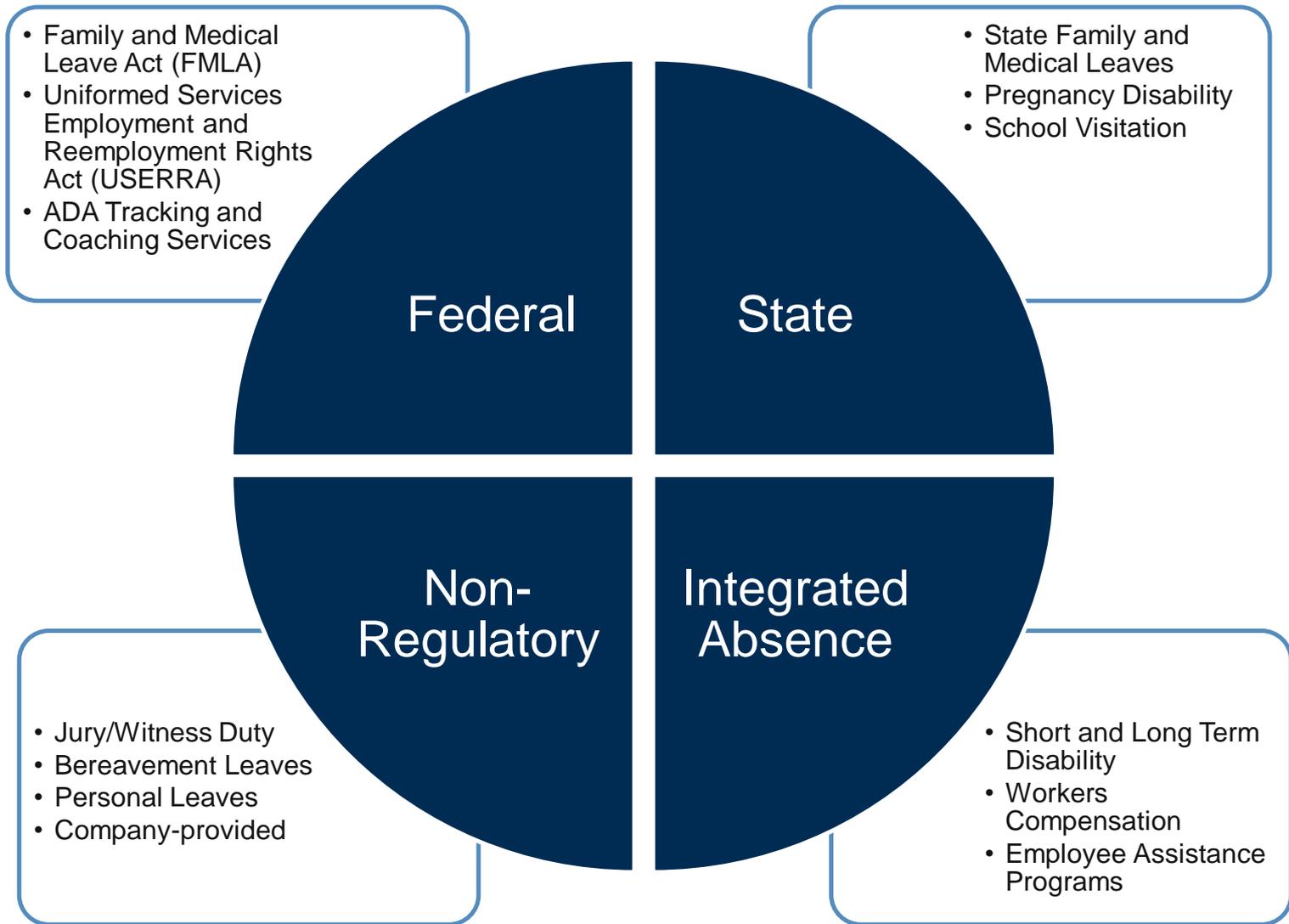
In-house staff of experts in absence management, behavioral health, work-life, legal, financial and wellness



Serving 5,000 customers covering more than 5.7 million employees

Providing fully-integrated solutions to promote well-being and maintain a productive workplace

Overview of Services: Comprehensive Absence Management



Overview of Services: Our Administration



Intake, eligibility determinations



Answering employee questions



Educating employees on options and responsibilities



Tracking Leave



Notices, correspondence



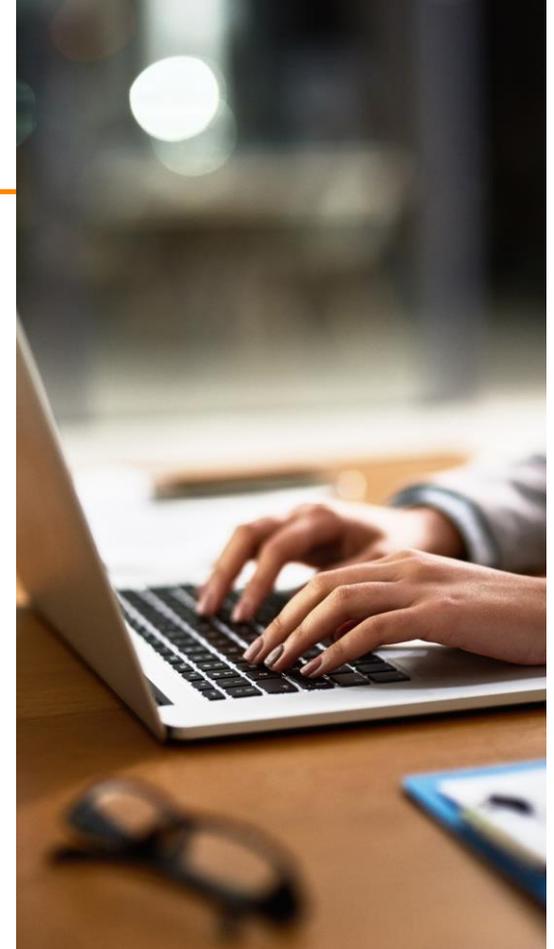
Comprehensive leave activity reporting



Documentation, collection, processing, and storing



Leave fraud/abuse monitoring



Employee Experience



Employee Experience: Access Points

FMLASource.com, our Digital Portal, Provides Employees with Convenient, 24/7 Access to:

- ✓ Open or adjust leaves
- ✓ Check leave status and understand next steps
- ✓ Review correspondence
- ✓ Track time
- ✓ Confirm leave information (date of delivery, return to work)
- ✓ Access FAQs and expert assistance

Additional Support is Available Via Our Service Center:



Automated Telephonic
Assistant available 24/7



Access Expert
Support via Email

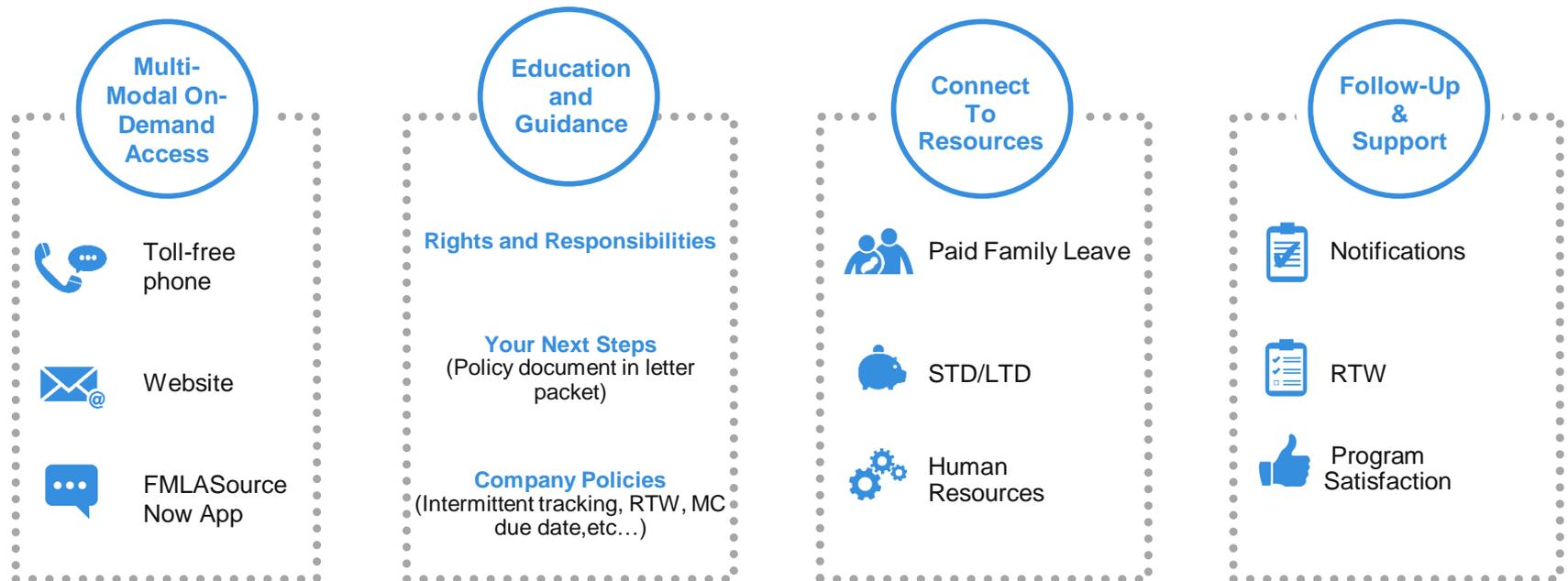


Connect Live with Specialists
7:30am to 9:30pm CST

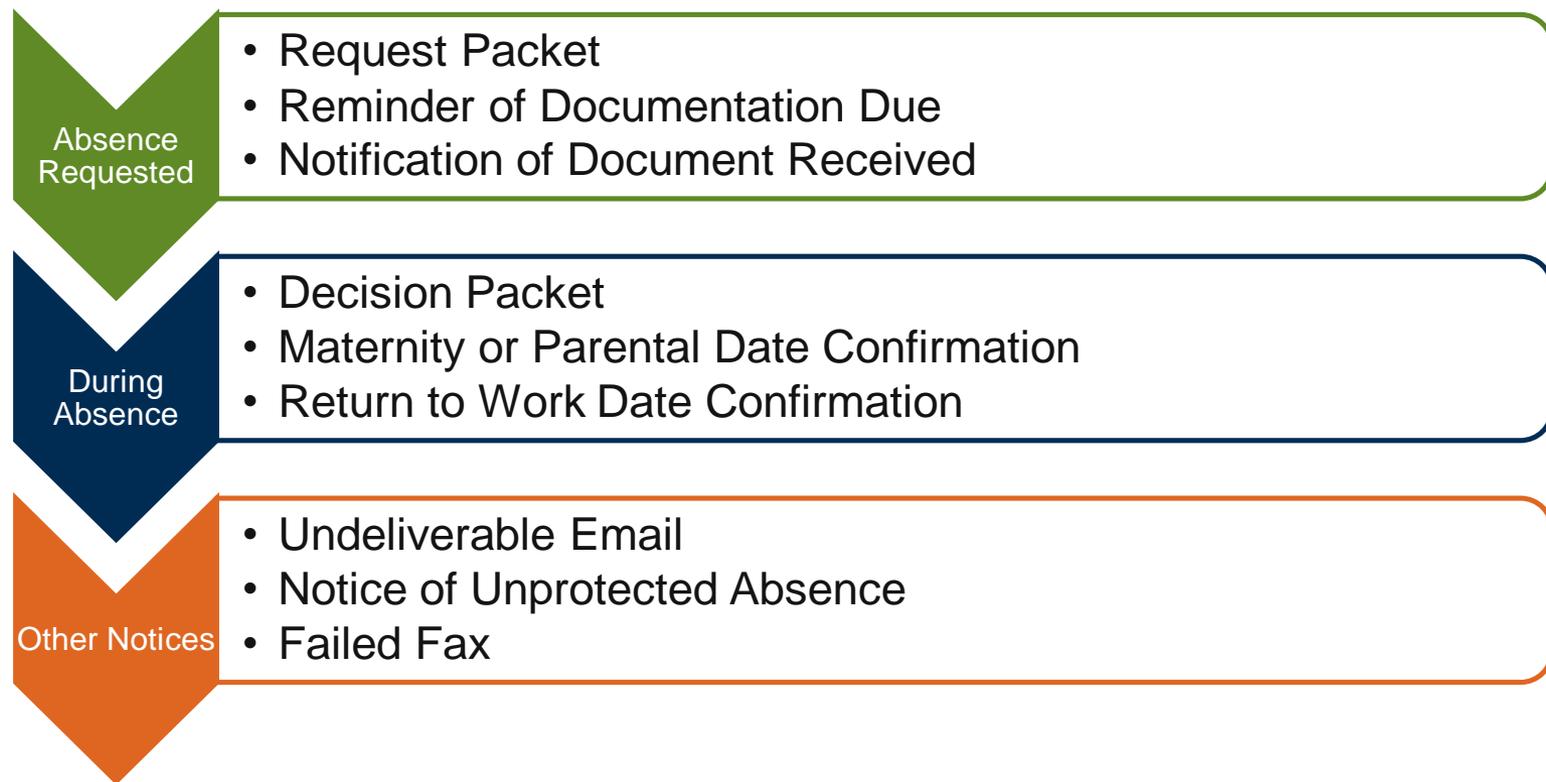
Employee Experience: Absence Journey



Our Approach:



Employee Experience: Notifications and Communication



How It's Sent:

- **Packets:** Email or Postal Mail
- **Others:** Phone, Email or Text



Employer Roles and Responsibilities



Employer Roles and Responsibilities



Refer Employees to FMLASource®

Employees in need of an absence should contact FMLASource

Direct employees to us to open a leave for the following reasons:



Personal Medical
Condition or
Disability



Caring for a
Family
member



Birth, Adoption, or
Bonding with a
New Child



Military
Related Time
Away



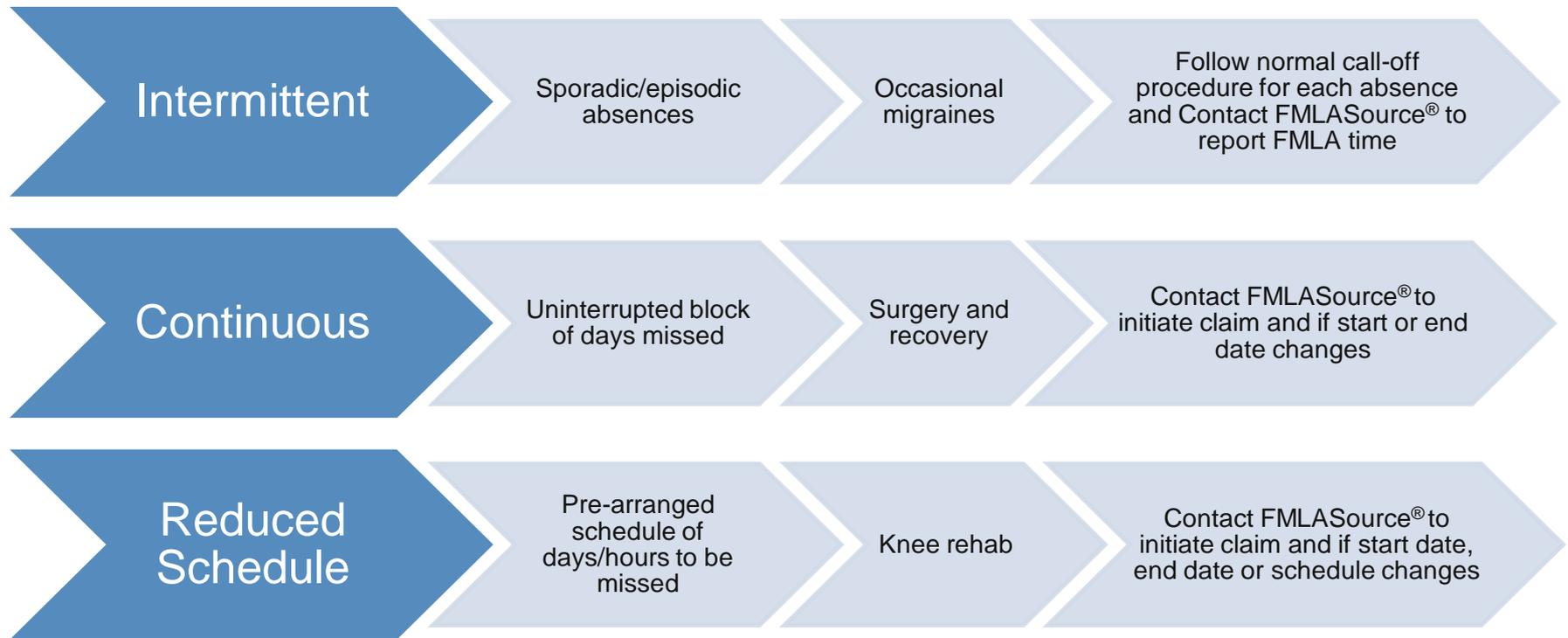
Other Reasons
Protected by
State Law



Rule of Thumb: When in doubt, if an employee expresses the need for leave, send them to FMLASource® and we'll take it from there!

Reinforce Proper Call-Off Procedures

Employees have a **responsibility** to communicate their absences and any changes. As a manager or supervisor it is your job to **reinforce** the proper procedures with your employees.



Stay Informed and Reconcile Absences

Staying on top of absences helps you manage staffing and resourcing. With the tools below, you'll have access to the information you need right at your fingertips:



Leave Request and Status Report

- At a glance view of leave activity
- Includes new leaves, updates or changes and active leaves
- Seven day look back
- Helps manage staffing and resourcing



Leave Usage Report

- Includes leave usage for the past 7 days
- Use this report to reconcile absences
- Absences reported to your team but not to FMLASource can result in failure to deduct entitlement
- Send discrepancies to FMLASource.com

Important Considerations



Do not ask the employee medical conditions or diagnoses



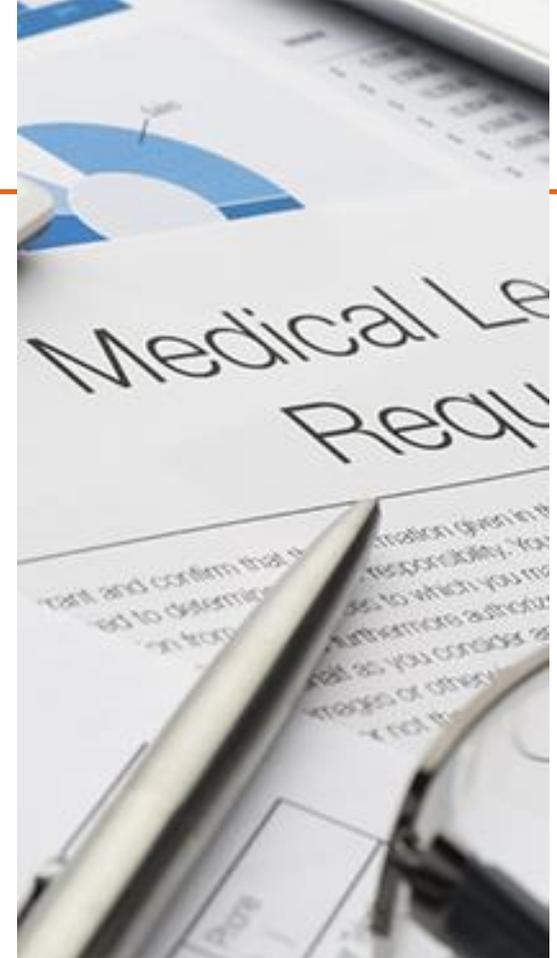
Maintain employee confidentiality



Never discourage an employee from taking leave



Do not mandate work from employees on leave



Partnership between Managers, HR and FMLASource®

Managers and HR should discuss any disciplinary action before moving forward and always contact FMLASource® if:

- ✓ Potential misuse or fraud has been identified
- ✓ Up-to-the-moment leave status information is needed to assess risk
- ✓ Any employment action is being considered related to a leave of absence

Proper communication ensures informed and consistent application of company policies



Employer Tools and Resources



Digital Access Points for Employers

FMLASource.com allows Employers to:

- ✓ View individual employee leave dates, usage and correspondence
- ✓ Open or adjust leaves
- ✓ Track missing time
- ✓ Run and view Reports
- ✓ Access FAQs and expert assistance

On Demand reporting through the portal (or via timely push reporting):

- ✓ Leave Request and Status
- ✓ Leave Usage
- ✓ Return to Work
- ✓ Late Tracking

Additional Support is available via our Service Center:



Automated Telephonic Assistant available 24/7



Access Expert Support via Email



Connect Live with Specialists
7:30am to 9:30pm CST