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

Federal
- Family and Medical Leave Act (FMLA)
- Uniformed Services Employment and Reemployment Rights Act (USERRA)
- ADA Tracking and Coaching Services

State
- State Family and Medical Leaves
- Pregnancy Disability
- School Visitation

Non-Regulatory
- Jury/Witness Duty
- Bereavement Leaves
- Personal Leaves
- Company-provided

Integrated Absence
- Short and Long Term Disability
- Workers Compensation
- Employee Assistance Programs
Overview of Services: Our Administration

- Intake, eligibility determinations
- Educating employees on options and responsibilities
- Notices, correspondence
- Documentation, collection, processing, and storing
- Answering employee questions
- Tracking Leave
- Comprehensive leave activity reporting
- Leave fraud/abuse monitoring
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

Contact FMLASource to open leave

Educate employee on process and company policies

Send leave-related notices, communicate status, and address questions

Review and process documentation; Communicate decision

Sent important date reminders; Document planned RTW

Our Approach:

- **Multi-Modal On-Demand Access**
  - Toll-free phone
  - Website
  - FMLASource Now App

- **Education and Guidance**
  - Rights and Responsibilities
    - *Your Next Steps* (Policy document in letter packet)
  - Company Policies (Intermittent tracking, RTW, MC due date, etc...)

- **Connect To Resources**
  - Paid Family Leave
  - STD/LTD
  - Human Resources

- **Follow-Up & Support**
  - Notifications
  - RTW
  - Program Satisfaction
Employee Experience: Notifications and Communication

**Absence Requested**
- Request Packet
- Reminder of Documentation Due
- Notification of Document Received

**During Absence**
- Decision Packet
- Maternity or Parental Date Confirmation
- Return to Work Date Confirmation

**Other Notices**
- Undeliverable Email
- Notice of Unprotected Absence
- Failed Fax

**How It’s Sent:**
- **Packets:** Email or Postal Mail
- **Others:** Phone, Email or Text
Employer Roles and Responsibilities
Employer Roles and Responsibilities

- Refer Employee to FMLASource
- Reinforce proper call-off procedures
- Stay informed of and reconcile absences
- Review reports
- Manager and HR Partnership
- Leverage your resources
- Know what to avoid
- Employer
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!
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.

**Interruption**

- **Intermittent**
  - Sporadic/episodic absences
  - Follow normal call-off procedure for each absence and Contact FMLASource® to report FMLA time

- **Continuous**
  - Uninterrupted block of days missed
  - Surgery and recovery
  - Contact FMLASource® to initiate claim and if start or end date changes

- **Reduced Schedule**
  - Pre-arranged schedule of days/hours to be missed
  - Knee rehab
  - Contact FMLASource® to initiate claim and if start date, end date or schedule changes

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:

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- Access Expert Support via Email
- Connect Live with Specialists 7:30am to 9:30pm CST