

FMLASource®

Antanas Petkus February, 2016

Integrated Solutions for Leave of Absence Administration



Agenda:

1. Introduction to FMLASource
2. FMLA and its Components
3. How the FMLASource Process Works
4. How We Work Together

Introduction to FMLASource



Why Are We Here:

Effective February 1, 2016, FMLASource® will be administering all federal and state mandated leaves of absence for Livingston County, including:

- › Family and Medical Leave Act (FMLA)
- › USERRA

“We are your absence management provider.”



Who We Are:

FMLASource®[®], a division of ComPsych, was created in 1999 to provide leave administration in an intuitive and compliant manner.

- › 3 U.S. Locations:
 - › Chicago, Las Vegas, and Fort Lauderdale
- › 1,400 FMLASource customers across various industries:
 - › Healthcare & Retail Services, Trades, Mining, & Manufacturing, and White Collar & Public Administration
- › Over 1.5 Million Covered Employees
- › 1,250 Employee Average Customer Size

How do we help?

- › Ease administrative burden of FMLA administration
- › Provide intuitive systems and processes for ease of employee use
- › Keep you compliant amid changing FMLA regulations
- › Manage intermittent leave
- › Partner for absence management

“We want to help you to understand the new world of FMLA laws and your place in it.”

How We Ease the Administrative Burden:

- › Determine if eligibility requirements are met
- › Send request notifications to employees and employer contacts
- › Notify employees of their rights and responsibilities Mandatory employer responsibility—must complete within 5 calendar days
- › Collect certification or supporting documentation back from the employee and process it
- › Keep track of entitlement and usage
- › Prompt employees to provide updates and information regarding their absence to FMLASource and their employer
- › Provide HR managers with weekly report updates of leaves

FMLA and Its Components



What is FMLA?

The Family and Medical Leave Act of 1993 provides eligible and approved employees unpaid job and benefit protection for up to 12 weeks (26 weeks for care of injured service member) in a specified 12-month period for a qualifying reason.

Employee Eligibility Requirements:

- › 1 year of service (need not be consecutive)
- › 1,250 hours worked in the previous 12 months (actual hours worked)
- › Qualifying event under FMLA

FMLA runs concurrently with:

- › Short-term disability
- › Workers Compensation
- › Sick Days/Vacation Days/PTO
- › Other State Leaves



FMLA Reasons for Leave

Medical reasons under FMLA:

- › Birth or care of a child
- › Adoption/foster care
- › Care of an immediate family member with a serious health condition
- › Employee Unable to Work because of their own serious health condition

Military reasons under FMLA:

- › To care for an injured service member
- › For a qualifying exigency

USERRA and State Leaves

Employers are also required to provide job and benefit protection for the following leaves of absence to eligible employees for qualifying reasons:

- USERRA: provides up to 5 years of job protection to employees who are members of the federal armed forces and are called to training or active duty.

Your role as an employer is to be aware of employees who may have a qualifying leave situation and direct them to FMLASource for further guidance.

How the FMLASource Process Works



Leave Request Process – Opening Leaves



Leave Request Process – Leave Certification and Decisions

Employee is Responsible for having the Certification Completed and Returned within <<15>> Days



FMLASource conducts outreach (if necessary) and makes a determination on the leave request.



The employee and HR are sent a decision letter indicating approval, denial, or a partial approval.

Return to Work and Intermittent Leave

If notification is required from the employee to return to work, FMLASource will:

- › Provide the employee and healthcare provider with any documents
- › 14 days before the end of leave, FMLASource will request a confirmation of their return to work date
- › Provide return to work information in weekly reporting to HR to reconcile any inconsistencies
- › Managers/Supervisors should be aware of any contractual requirements for a Fitness-For-Duty evaluation and should continue to work with HR.

FMLASource will also track time used for intermittent leaves.

Tracking Intermittent Absences

Employees are required to report intermittent absences to FMLASource within 24 hours of the absence and follow their department's normal call-in procedures.

- › Employees can report time using any of the following methods:
 - Website: www.fmlasource.com
 - Automated (IVR) phone system
 - E-mail FMLACenter@fmlasource.com
 - Call during our normal business hours 1.877.GO2.FMLA (1.877.462.3652)

For continuous leaves, employees only need to contact FMLASource

- › At the beginning of the leave (*if different than what was certified*)
- › If the employee returns back to work earlier than what was certified
- › If the employee needs an extension to their certified FMLA leave

How We Work Together: Defined Relationships and Roles



Manager's Role

What you need to remember:

- Refrain from terminating employees on an approved or requested FMLA leave
- Do not ask about medical conditions without speaking with HR

What you need to know:

- Who is out on FMLA leave
- When the employees on leave are returning
- Your company's policies
- How to contact FMLASource
- How to identify potential FMLA leaves

What you need to do:

- Apply and adhere to company policies
- Notify HR of suspected abuse

Ask questions!

Manager's Role Continued

Know how to identify potential FMLA leaves:

- › There are no “magic words” for FMLA leave
- › Common cold, regular headaches → Typically not FMLA
- › Chronic conditions, serious illnesses, and terminal illnesses → FMLA
 - › Heart disease, cancer, diabetes, etc.
 - › Migraines, sinusitis, etc.

**WHEN IN DOUBT → DEFER TO FMLASOURCE
AND HAVE EMPLOYEE CONTACT US!**

FMLASource Resources and Roles

1. Account Manager
2. FMLA Inbox-
www.fmlacenter@fmlasource.com
3. Website – www.fmlasource.com

**Collective resources provide an
expansive range of services at your
fingertips 24/7!**

Your FMLASource Resource Roles - Account Manager

› **Account Manager:**

- › Solution for nuanced leave requests
- › Provide compliance guidance and answer related questions
- › Serve as absence management partner
- › Consult with HR on employee termination decisions
- › Address eligibility file questions

Your FMLASource Resource Roles – FMLA Inbox & Website

› **FMLA Inbox:** fmlacenter@fmlasource.com

- › Open new leaves
- › Track leave time
- › Request extensions
- › Report return to work
- › Questions related to above information
 - › Did employee track time or report return to work date?

› **Website:** www.fmlasource.com

- › Everything in FMLA inbox, as well as:
- › View employee data
- › 24 hour access to employee leave data