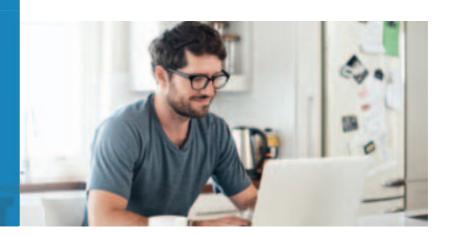
**Mutual Solutions** 

## AbsenceProsm

How to Submit a Claim



Employee contacts FMLASource® to initiate claim

Employee receives packet with eligibility, rights and responsibilities

FMLASource completes intake questioned for Leave and STD

FMLASource sends request packet to employee and medical certification form to Health Care Providers

Leave decision via letters/ reporting from FMLASource

Employer/Employee receives

Health Care Provider certifies condition

FMLASource makes Leave decisions based on certification from the Health Care Provider or Mutual of Omaha report and then communicates with the Employer and Employee

Mutual of Omaha Claims Analyst receives same day eligibility and intake information

Mutual of Omaha Claims Analyst reviews information and the appropriate decision is made when all necessary information is received, initiating reach out to attending Physician Mutual of Omaha provides daily status report to FMLASource

Employer/Employee receives STD decision via preferred communication

