

Your Next Steps

What you need to do after you've made a request

- **Make AbsenceProSM your first point of contact for your absence.** If you have questions about your absence request or need to change your requested dates, live representatives are available to guide you through the absence process between the hours of 7:30 AM and 9:30 PM Central Time at 877-FMLA-MOO (877-365-2666). You can also email us at Support@AbsencePro.absencemgmt.com and check the status of your request at any time by logging on to www.AbsencePro.absencemgmt.com.
- **Submit necessary documentation for your absence.** If you are required to submit documentation for your absence, take the Medical Certification form to the health care provider for completion, or provide us with their fax number and we will send a copy on your behalf. Verify that the health care provider fully and accurately completes all fields on the Medical Certification form and faxes it to AbsenceProSM at 877-309-0218 within the certification period stated on your Request letter.
- **If you are going to be absent from work intermittently, track your absence dates.** Regulations require you to provide advance notification whenever possible. You are required to report your missed work time within 48 hours, and you should report your intermittent absences even if your leave is not yet approved. Whenever you need to miss work due to your leave of absence, contact your Supervisor, HR, and AbsenceProSM and provide us with the date and amount of time used so we can track the time for your job protection.
- **If you are going to be absent on a continuous basis,** the dates you requested are already in our system. You do not need to call and report the time you're out, though you should let us know if your needs change.
- **If you are on maternity or parental leave,** you will need to confirm your delivery or placement date so that we can adjust your absence dates if necessary. You will receive an email or automated phone call after your expected delivery or placement date. You can simply respond to that email or phone call to confirm your delivery or placement date.
- **Keep an eye out for your decision packet** – sent via email or postal mail depending on your preferences – and any notifications about your absence.
- **Before your return to work,** you will be required to present proof of your certified Fitness for Duty. If such certification is not received, your return to active employment will be delayed until certification is provided.
- **If you are returning to work earlier than anticipated,** you must notify your Supervisor and HR department as soon as you can prior to your expected return date. Failure to notify your Supervisor and HR department may delay your return to active employment.

What you need to know after you've made a request

- **Each time we receive documentation for your absence,** you will receive a notification that we have the documentation. A decision packet will be sent via your preferred communication method within 48 hours of receipt of the documentation.
- **When we don't receive documentation for your absence in time,** we'll send a reminder that your certification deadline is coming up and a decision packet once the deadline has passed. You can still submit paperwork after

the deadline – we will process it according to your company’s policy regarding late paperwork, which may result in your absence being delayed or denied.

What you need to know after you’ve received a decision

- **If you need to change your absence dates**, you will receive an email or call two weeks before the end of your absence so that we can confirm you will be returning to work on time. You can simply reply to our outreach or contact us at any time to request an adjustment or extension.
- **When your approved absence period ends, you will be expected to return to work.** Failure to return on or before the specified return date *without an approved extension* may result in discipline up to and including the termination of employment.
- **If you need to renew your intermittent absence**, contact us at any time 30 days prior to the end of your absence to request a renewal.
- **If you are using leave intermittently** and exceed your approved intermittent frequency/duration or the situation necessitating your absence appears to change, you may be asked to have your absence recertified. This request will come via your preferred method of communication (email or postal mail). Please follow up with the health care provider to ensure that we receive the documentation necessary to recertify your absence.
- **Moonlighting while on absence:** You may not work for another employer while on family or medical absence. Such outside employment is grounds for immediate termination.

What you need to do to maintain health benefits and receive pay

- **To maintain your health benefits**, you are required to pay your share of the premium payments for health insurance and other voluntary benefits on the same basis as during active employment. Your portion will continue to be deducted from your pay while using approved vacation time and sick time. If your absence is unpaid, you must contact your Supervisor and HR department to make arrangements.
- **If you are on maternity or parental leave and would like to add your child to your medical coverage**, please do so within 31 days of the date of birth or placement of your child. Your child may not be covered under your medical benefits if you do not fill out the necessary paperwork within the first 31 days. If you have questions or concerns, please contact your HR department.
- **To receive short term disability:** If you are disabled and may be entitled to disability benefits, we already initiated your disability claim and sent the necessary paperwork. You may be contacted by a disability claims representative if additional information is needed.
- **To receive state benefits:** If you work in Indiana or Kentucky, you may be entitled to benefits through the state. For more information, please contact your state government.
- **To use vacation time or sick time:** You may use any accrued vacation or sick time concurrently with your absence, so as to be paid for all or a portion of the absence. Please contact your Supervisor or HR department to make arrangements.