Welcome to Unum's Family Medical Leave Training
FMLA/State Leave Management Process

FMLA Intermittent Management

Responsibility and Communication
Experienced Leave Management
Quality services to help ease administrative and regulatory burden

Here is what you can expect:
• Over 20 years of leave management experience, now servicing over 860 clients from multiple industries
• Compliance with Family and Medical Leave Act and over 230 state leave laws
• Administration of client-specific leaves of absence
• Dedicated legal resources
• Continual scanning of all legislative activity related to changing leave regulations

Additional benefits:
• Clinical support
• Benefit coordination and integration
• Quality and timely decisions
• Employee and client communications
• Unum takes over the administrative burden

Accurate through 8/10/2022
FMLA/State Leave Management Process
FMLA Refresher – High Level

• FML is **unpaid** leave (UA requires that employees use their paid leave before going into leave without pay)

• Federal FML provides employees up to 12 weeks of leave in a 12 month period for:
  • Their own serious health condition
  • The serious health condition of a parent, child and/or spouse
    ** Other family relationship could apply under in loco parentis
  • The birth, adoption, or foster care placement of a child
  • A qualifying exigency leave for a family member in the military
  • A military caregiver leave for a servicemember
    **26 weeks of leave available for military caregiver

Accurate through 8/10/2022
Alaska Family Leave Act Refresher – High Level

• Alaska FLA provides employees up to 18 weeks of leave in 24 months for:
  • Their own serious health condition
  • The serious health condition of a child, parent, parent-in-law or spouse.
• Alaska FLA provides employees up to 18 weeks of leave in 12 months for:
  • The birth, adoption, or foster care placement of a child

Remember, leaves run concurrently if you are eligible for both Federal and state leaves.
FMLA & Alaska Family Leave Act Refresher – High Level

• To be eligible for Federal FML, an employee must:
  • Have 12 months of service
  • Have worked 1,250 hours in the last 12 months prior to the request

• To be eligible for Alaska FLA, an employee must:
  • Be scheduled to work full time for six months prior to the request, or
  • Be scheduled to work part time for 12 months prior to the request

Eligibility for other state leave laws may apply depending on your work location if outside of Alaska.
Step 1: Employee Initiates Leave Request with Unum

• When an employee calls Unum and selects the option to initiate a new leave/claim, Unum’s contact center walks the employee through a detailed Q&A in order to:
  
  • Validate the employee’s identity
  • Establish an ongoing relationship with the employee
  • Gather information to set up our expert resources for success in decision-making
  • Answer any questions the employee may have
  • Give the employee any information regarding the next steps
  • Cultivate a return to work mindset
Step 1: Employee Initiates Leave Request with Unum

- Within 2 business days of the leave/claim request, Unum will send a packet to the employee containing:
  - Notice of eligibility or ineligibility for applicable coverages (FMLA, state leaves)
  - FMLA Rights & Responsibilities
  - If eligible:
    - Conditions of leave and employee obligations
    - Request for medical information
    - Permission to Contact form (if applicable)

- If the employee is not eligible for, or the leave request does not qualify, the assigned specialist will attempt to contact the employee by phone to advise of ineligibility.
Step 2: Employee Provides Medical Certification Requirements

- FMLA/State leave
  - Serious health condition - certification required
  - Baby bonding – certification not required
- A note about Pregnancy Related leaves and baby bonding time:
  - Pregnancy may be approved for basic recovery and prenatal care if no certification is received. Standard pregnancy/prenatal care is defined as 6 weeks of post-partum recovery from actual date of delivery and standard prenatal treatment.

Note: Certifications are reviewed by leave specialists.
Step 2: Employee Provides Medical Certification Requirements – Unum’s Decision Timeline for Current Leave Events

- **Day 1** – Employee’s initial request for leave is provided to Unum (certification is due 15 days from the date of request)
- **Day 16** - Reminder letter sent to employee if certification has not been submitted (certification due date extended 6 calendar days)
- **Day 22** - Leave denial letter sent to employee if certification not submitted

Incomplete certifications are returned to employees with a due date extension
  - Certification due date is extended 6 calendar days from original due date or 10 calendar days from the date of the incomplete letter, whichever is later

*FYI - Current Leave Event means that the start date of the leave has already happened.*
Step 2: Employee Provides Medical Certification Requirements – Unum’s Decision Timeline for Future Leave Events

- **Day 1** – Employee’s initial request for leave is provided to Unum (certification is due 15 days from the start date of the leave)
- **Expected Start Date** – Certification reminder letter sent to employee if certification has not been submitted
- **Expected Start Date/Denial** – If the certification is not received within 15 calendar days from the estimated start date, a leave denial letter is sent to employee
- Incomplete certifications received are returned to employees with a certification due date extension
  - Certification due date is extended 6 calendar days from original due date or 10 calendar days from the date of the incomplete letter, whichever is later

FYI - **Future Leave Event** means that the start date of the leave will occur in the future.
Step 2: Employee provides Medical Certification Requirements – Unum Reviews the Certification

- A complete certification must:
  - Support the leave request for a serious health condition under FMLA regulations/state leave law(s)

- When clarification is needed or insufficient:
  - Unum will contact the doctor (with signed Authorization or Permission to Contact form)

- When the validity of the leave request is questioned:
  - Verify authenticity
  - Request recertification
  - Request 2nd/3rd opinion on original certifications
Step 3: Employee is Out on Continuous FML

If an employee is out on continuous FML:
• Time sheets will need to be completed through UAOnline using the correct earnings code
• Due to the nature of continuous FML, an employee will not need to submit time to Unum unless:
  • There has been a change in status (i.e. moving to intermittent FML time)
  • There has been a change in the return to work date
  • When an extension of leave is needed

Please contact Unum as soon as it is known that there is a change in status or schedule for your FML event.

Intermittent absences will be covered in the next section.
Step 4: Return to Work

Unum takes the follow actions:

- Calls the employee to verify return to work plans
- Reminds the employee to submit return to work authorization, if applicable
- Emails UA Benefits and/or supervisor if the estimated return to work date has changed
- Confirms actual return to work date with UA Benefits via email
FMLA Intermittent Management
Step 1: Employee Initiates Leave Request With Unum

• Within 2 business days of the leave/claim request, Unum will send a packet to the employee containing:
  • Notice of eligibility or ineligibility for applicable coverages (FMLA, state leaves)
  • FMLA Rights & Responsibilities
  • If eligible:
    • Conditions of leave and employee obligations
    • Request for medical information
    • Permission to Contact form (if applicable)

• If the employee is not eligible for, or the leave request does not qualify, the assigned specialist will attempt to contact the employee by phone to advise ineligibility.
Step 2: Employee Provides Medical Certification Requirements

- In order to manage intermittent leaves effectively, Unum carefully screens medical certifications submitted to determine the health care provider’s expectations. Unum requires:
  - The health care provider to certify that intermittent leave is necessary
  - The probable frequency of episodes, if known
  - The estimated treatment schedule, if known

*Review slides 10 – 13 for more detailed information on the certification process.*
Step 3: Employee is out on FML - Reporting Intermittent Time

Employees can submit their time to Unum 3 different ways

When reporting intermittent time, Unum will request the following information:

- Reason for the absence
- Start/end time of absence
- Duration of lunch (if within absence timeframe)
- If for treatment, physician name and appointment time

Entitlement deduction:

- Absences are entered to-the-minute to in Unum’s system to ensure:
  - Entitlement is accurate
  - Leave time replenishes correctly

Recertification:

- For ongoing conditions, we can request certification every 6 months to ensure:
  - The employee still needs intermittent leave
  - The estimated frequency/duration is still current

Accurate through 8/10/2022
Responsibilities and Communications
Employee Responsibilities

1. Contact Unum immediately to report Family Medical Leave (FML)
2. Notify manager/supervisor of leave request
3. Supply requested certification to Unum within specified timeframes
4. Provide Unum with signed copy of relevant authorization to release information
5. Notify Unum and manager/supervisor of any changes in return to work status or date

Accurate through 8/10/2022
Supervisor/Manager Responsibilities

- Be sure that your employee reports FML hours to Unum promptly
- Be sure that your employee reports FML hours on their time sheet properly on UAOnline
- Tell Unum if you have any problems or concerns regarding a leave

If for any reason an employee has not reported a leave to Unum, notify UA Benefits so that they can ensure hours are provided to Unum in a timely manner.

Use earnings code 601 for a serious health condition and 602 for pregnancy, childbirth, and adoption.

Work with UA HR if disciplinary or employment action is required.

Accurate through 8/10/2022
UA Benefits Responsibilities

Provide employee with leave brochure as requested

Be sure all family/medical leaves are reported to Unum promptly

Facilitate an ongoing dialogue with Unum regarding status determinations, problem and suspect leaves, and other extenuating circumstances

Facilitate appropriate disciplinary or employment action based on the absence information on daily and weekly reports

If for any reason the employee has not reported a leave to Unum, then UA Benefits or the employee’s manager/supervisor should do so in order to facilitate compliance.
Unum’s Mobile App

Let’s employees easily:
• Submit a claim or leave
• View claim status and updates
• Provide authorizations
• Check payments, initiate direct deposit
• Check status
• View letters
• View decision status
• View outstanding information
• Submit outstanding information
• Send message to benefit specialist

Claim Status
Shows your employee the current status of their claim

Upload Documents
Upload claims-related documents for quicker claim decisions
Sample of New FMLA Leave Notification that Manager’s Will Receive

- Top fields: identifying information and leave dates
- Body: Detailed status of FMLA/state leave and disability (if applicable)
- Contact information

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**Subject:** Unum Leave #123456 – New Leave Status

- **Employee Name:** Rob Samples
- **Employee ID:** 00009456
- **Leave Reason:** Employee Health
- **Leave Number:** 123456
- **Start Date:** 07/01/2017

**Schedule:** Continuous

- **Last day worked:** 06/30/2017
- **Approved through:** Not applicable
- **Return to work date:** 07/27/2017
- **Return to work status:** Projected

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**Timeframe:** 07/01/2017 through TBD, Continuous

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<tr>
<td>DA CFRA</td>
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**Claim Status:**

- **STD:** Pending

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**Please note:** If at any time there is reason to doubt the validity of the employee’s leave or a particular absence, please notify Unum immediately as this information may affect Unum’s leave decision.

You will receive updates via email of any change in leave status, duration, or return to work. For questions or assistance, please contact the Unum Leave Management Center at 1-XXX-XXX-XXXX.

Thank you,
Christina Smith
Unum Leave Management Center
1-XXX-XXX-XXXX

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Unum’s Responsibilities

- Ongoing contact with employees
- Ongoing updates to supervisors/managers
- Assigned specialists are available regarding the administration of a specific leave or claim
- Compliance with all federal and state leave laws depending on an employee’s location
Thank You