

Managing Staff Leaves for Supervisors

Presented by: UC Human Resources and Sedgwick

Medical
Center/Health

UCI Human Resources
Empower People Success

Today's Presenters

Trish Schnaithmann

- UCI Leaves, Worker's Comp, and Disability Management Administration Management

Katie Quinn

- Sedgwick Director of Operations

Anna Swenson

- Sedgwick Accommodation Operations Manager



Topics

1. How we partner with Sedgwick and Lincoln Financial to manage our employees leave of absences.
2. What to do if your employee expresses the need for a leave of absence.
3. What actions are needed from the Supervisor and employee during the leave of absence.
4. Reference Guides include mysedgwick, timecard coding, and more.

UCI and Sedgwick

UCI partnered with Sedgwick in January 2021 to support the administration of leave of absences and accommodation requests for Staff employees.

Staff Leaves (non-occupational)

- Continuous Family Medical Leave (FMLA/CFRA)
 - Consecutive days missed from work.
- Intermittent Family Medical Leave (FMLA/CFRA)
 - Occasional absences, sporadic or intermittent time away from work.
- Medical Leaves for Self
- Care for Family Member
- Pregnancy
- Parental Bonding
- Military
- Personal (non-medical related leaves)
- Accommodation
 - Restrictive Return to Work: Employee returns to work at limited capacity.
 - Reduced hours, Work Restrictions such as lifting, bending, push or pull, etc.
 - Continuous and Intermittent leaves when deemed ineligible for FMLA/CFRA.

Does not apply to Academics or work-related injuries

UCI & Lincoln Financial Group

UCI partners with Lincoln Financial Group to administer our employees' short-term and long-term disability claims for self medical leaves only.

Does not apply to accepted work-related injuries.

Sedgwick works directly with Lincoln Financial, however please advise your employees to always submit documentation to both parties to ensure timely processing of their leave of absence.

UCI Human Resources

Advises employee regarding pay options while on leave.

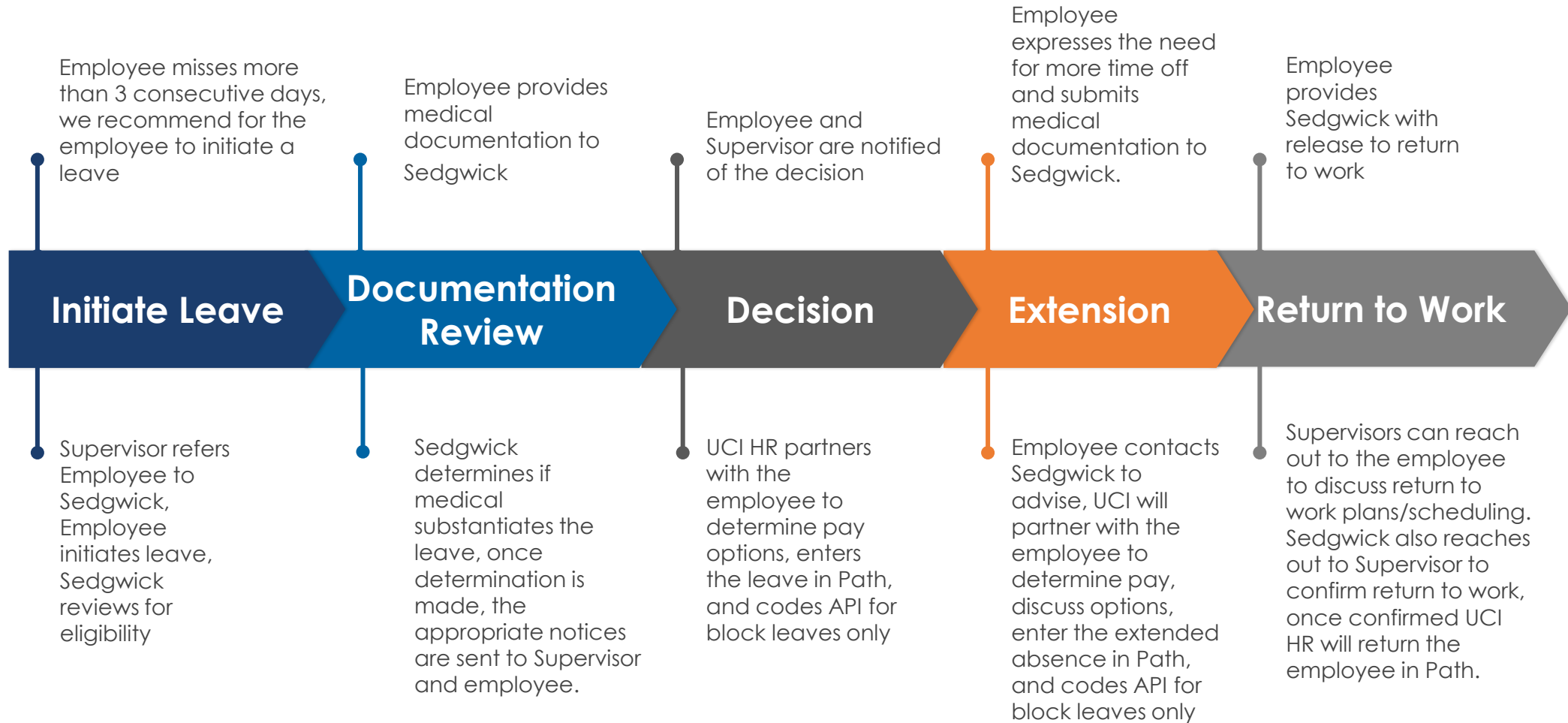
Discuss benefits while on leave without pay.

We enter and update the extended leave in Path throughout the leave.

We're the liaison between Sedgwick and Lincoln Financial.

Guide the employee and Supervisor through the leave process.

Leave Timeline



Reminders

In general UCI employees can use 3 consecutive sick days without contacting Sedgwick; anything beyond the 3 days, we recommend for a leave of absence to be filed with Sedgwick for all non-academic personnel. If you have any questions or need additional assistance, please reach out to your Leave Analyst or the EEC for further guidance.

Once the employee initiates a leave of absence, you can view their leave details via mySedgwick. Add "back up" supervisors as a delegate under mySedgwick and this will ensure others receive email notifications around that employee

If the employee is incapacitated or cannot file a leave of absence with Sedgwick, please file new case via mySedgwick on their behalf.

For options around pay please have the employee reach out to their UCI Leave Analyst.

Block Leaves or Continuous Leaves: the employee's timecard will be updated by UCI Leaves Team.

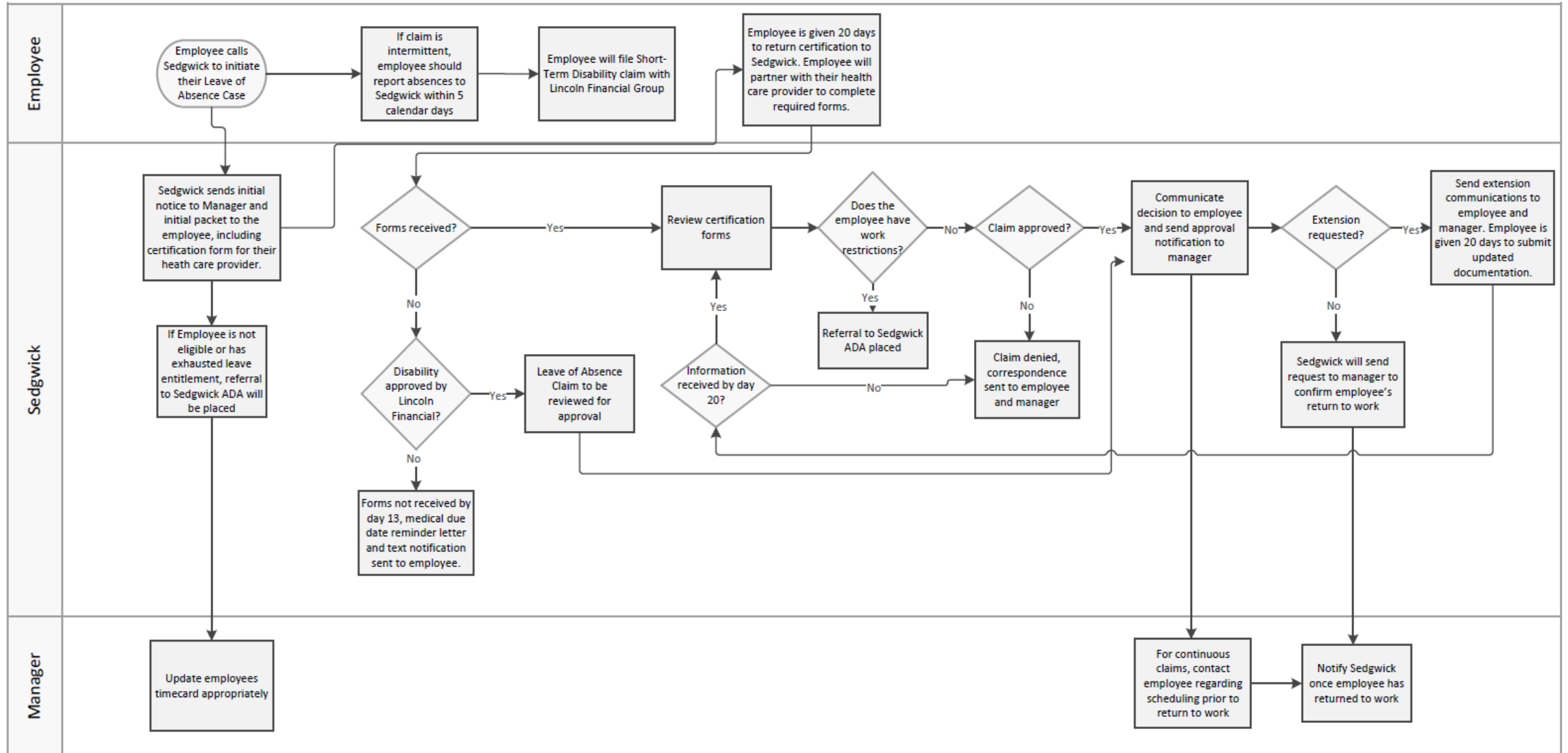
Intermittent or Reduced Work Schedule Leaves: the employee and department will work together to update their timecard.

Intermittent Leaves: the employee and/or Supervisor will update the timecard accordingly. Recommend for the Supervisor to verify entries are accurate. Clarify the EE used the appropriate codes and report their absence to Sedgwick. Additional resource guides will be discussed at the end of the presentation.

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Any Questions?

Sedgwick's Leave Flow Guide



Leave Communications

Supervisor Communications

New Claim Email
Personal Leave of Absence (ACTION REQUIRED)
Intermittent Absence Reported
Clarification Requested Email
Approval Email
Extension Requested Email
Exhaustion Email
Denial Email
Confirm Return to Work Email (ACTION REQUIRED)
Closure Email
Survey Email (ACTION SUGGESTED)

Be sure to check your spam and junk folders for any Sedgwick related emails.

Employee Communications

Initial Packet
Medical Clarification Packet

- If opted in, the employee would receive a text message as well.
- This process involves a phone call to the employee.

Approval Notice

- If opted in, the employee would receive a text message as well.

Exhaustion Notice

- This process involves a phone call to the employee.

Denial Packet

- This process involves a phone call to the employee.

Extension Packet

- If opted in, the employee would receive a text message as well.
- This process also involves a phone call to the employee, 7 days prior to the case end date.

Survey Email (ACTION SUGGESTED)

During the initial claim intake, the employee is asked if they would like to receive their case communication via email or postal mail and what is their preferred contact method: either via phone or text message.

Intermittent Leaves and Reporting Absences

Absences can be reported 3 different ways.

1. mysedgwick Portal: <https://hr.uci.edu/sedgwick>
 - Login with UCInetID and password
 2. Sedgwick's Interactive Voice Response System at 855-922-2152 and report the absence 24/7/365.
 3. Please call Sedgwick at 855-922-2152 and report the absence with a Sedgwick Representative 5am to 5pm PST M-F.
- Employees must follow their local call-in procedure. When the employee reports the absence to you, confirm if the absence is FML related to ensure their timecard is updated accordingly.
 - Absences must be reported to Sedgwick within 5 calendar days from the absence date.
 - Once an absence has been reported to Sedgwick, the Supervisor on record will receive email notifications indicating an absence was filed and the status of the absence(s). Please note sufficient medical documentation is required by the employee for Sedgwick to make their determination.
 - California state regulations does not support requesting recertification for any reason, including exceeding the indicated frequency and duration of absences or patterning (repeat days of the week requests). Under intermittent leave in the state of California all intermittent absences are protected as long as the duration was certified by a physician. We cannot request additional medical unless the duration certified by the doctor has expired.

Timecard Coding for Intermittent Absences

- When the employee's intermittent certification is approved by Sedgwick, the Supervisor will enter the FMLA start date into API, this will allow the FMLA codes to be accepted in API.
 - In API under Employee section, click on the General Tab, and then click on the Parameters tab, enter the FMLA start date, and save. See screenshots below.

Employee Sections	
General	Devices
FMLA	Monthly View
Phones	TCS

The screenshot shows the 'Parameters' tab for the 'Benefits Monitor' category. It contains three date fields, each with a green checkmark indicating it is valid:

- Benefits Standard Date 1: 06/24/2022 (Type 1 Family Leave Start Date)
- Benefits Standard Date 2: (Type 2 Family Leave Start Date)
- Benefits Customer Date 1: (State Family Leave Start Date)

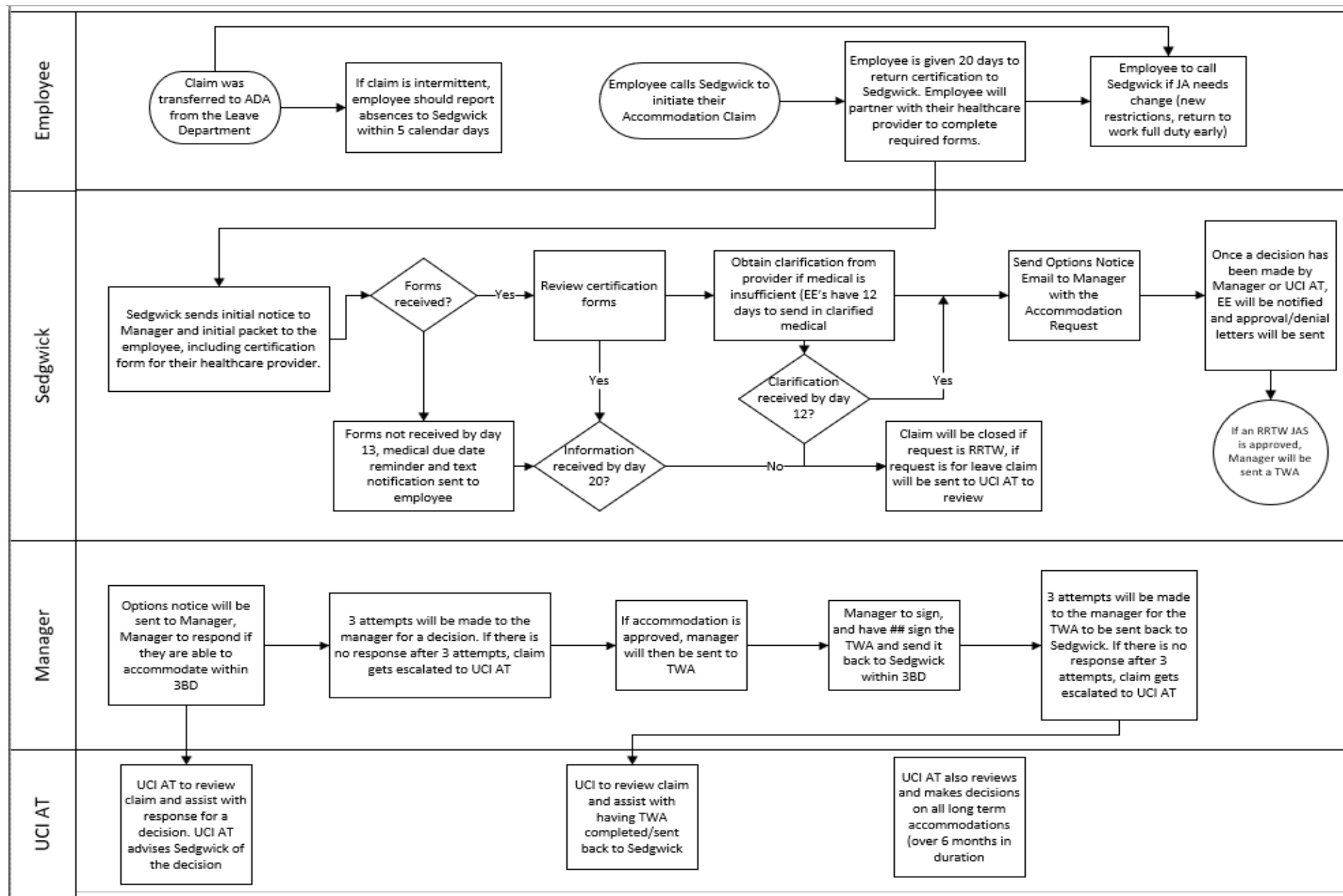
A 'Save' button is located at the bottom of the form.

- The employee is responsible for entering the FMLA pay codes within their timecard.
 - I would recommend for the supervisor to verify the employee is reporting their absences correctly in API as well as to Sedgwick.
 - Please note it's imperative the employees are reporting their absences to Sedgwick, this ensures their FMLA absences hours are being deducted from their overall leave entitlement.
- If the FML codes are rejected by API; Supervisors, please ensure the FMLA start date was entered correctly.

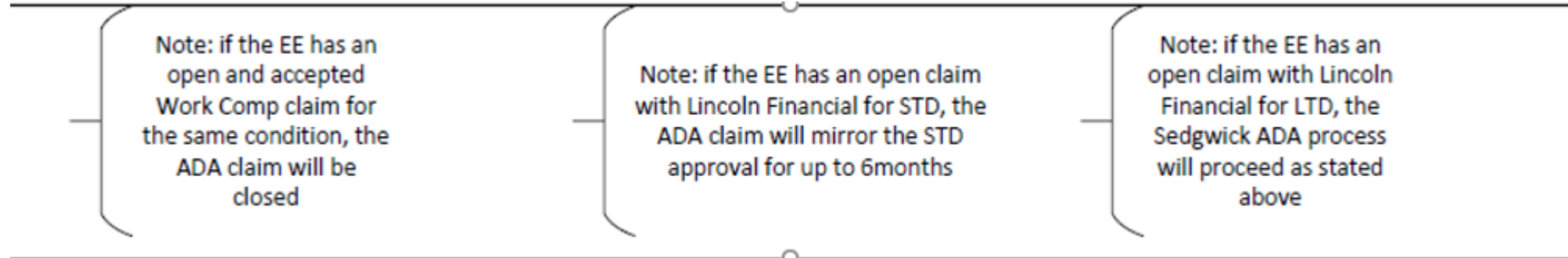
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Any Questions?

ADA Flow Guide



Sedgwick's ADA Flow Guide (cont.)



Note: If the Employee has an open and accepted Worker's Compensation case for the same condition, the Accommodation case will be closed.

Note: If the Employee has an open short term disability case with Lincoln Financial (LFG), the Accommodation case will mirror the STD approval for up to 6 months.

Note: If the Employee has an open long term disability case with Lincoln Financial (LFG), the Accommodation case will be processed as normal or as stated on previous slide. Accommodation cases do not mirror the long-term disability cases.

Accommodation Communications

Supervisor Communications

- New Claim Email
- Intermittent Absence Reported
- Clarification Requested Email
- Options Notice (ACTION REQUIRED)
- Case Approved Email (ACTION REQUIRED for transitional work only)
- Denial Email
- Extension Requested Email
- Return To Work Confirmation (ACTION REQUIRED)
- Closure Notice
- Survey Email (ACTION SUGGESTED)

Be sure to check your spam and junk folders for any Sedgwick related emails.

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Denial Notice

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Extension Packet

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Closure Notice

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UCI Accommodations

- Sedgwick and UCI partner to manage all Non-Occupational accommodations.
- UCI Disability Management will assist the department to determine if the department can accommodate the employee.
- If the employee cannot be accommodated in their department, UCI Disability Management will attempt to locate an alternate location or temporary workplace adjustment that can accommodate the employee.
- UCI Disability Management coordinates with Sedgwick regarding unique cases that might be handled internally.
- UCI Disability Management will work with Sedgwick regarding leaves as an accommodation.

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Any Questions?

How to Initiate a Request with Sedgwick

mysedgwick Portal:

- <https://hr.uci.edu/sedgwick>
- login with UCInetID and password



Toll Free: (855) 922-2152

- Interactive Voice Response 24/7/365
- Service Center 5am to 5pm M-F
- Leave Specialists 6am to 7pm M-F

Some information to have available when initiating a request include:

- Reason for Absence (i.e., own medical, family medical, pregnancy, parental bonding, etc.)
- Contact Information
- Anticipated begin and end dates
- Intermittent or Continuous

Sedgwick Contact Methods

Employee and Supervisor Contact

- mysedgwick Portal: <https://hr.uci.edu/sedgwick>
- Please login with your UCInetID and password.
- The Communication Center within mySedgwick allows you to communicate directly with the Sedgwick case specialist.

Phone (855) 922-2152

- Interactive Voice Response 24/7/365

Fax to: (855) 800-5116

- Include Employee Name and ID number (if available).

Existing Claims Only

- Medical documents can be emailed to: Claimdocuments@sedgwick.com
- Include Employee Name and ID number or claim number.

Supervisor Use Only

Questions, Concerns, or to Check a Case Status, email Sedgwick at:

UCIrvine@sedgwick.com

- Include Employee Name and ID number or claim number.

Lincoln Financial Group



Reporting Your Disability Claim

The **University of California** Basic and Voluntary Disability plans is issued by Liberty Life Assurance Company of Boston, a Lincoln Financial Group company.

Lincoln Financial Group offers employees direct access to claims resources and information. You can easily report a claim and check the status of your claim through Lincoln Financial Group's dedicated secure website or by telephone. Please visit: www.MyLincolnPortal.com to access employee resources and online tools, as referenced below. (Si usted prefiere las formas en Español, por favor contacte al Departamento de Beneficios o prestaciones.)

When Do I Report a Claim?

Lincoln Financial Group is available 24 hours a day, 7 days a week. You may report a claim up to 30 days in advance of a planned disability absence (such as childbirth or prescheduled surgery) OR as soon as you are aware that you will be disabled due to illness or injury.

How Do I Report a Claim?

1. Contact your supervisor to report your absence.
2. Report your claim via www.MyLincolnPortal.com. First time users register by clicking on the "New User?" link next to the log in button on the top right-hand section of the page. You should use the Company Code **University** when setting up your access to this site.

Please have the following information available when you report your claim:

- Your physician or medical care provider's name, address, fax and telephone numbers
 - Your manager's name, telephone number and e-mail address
 - Reason you are out of work (diagnosis/symptoms)
 - Your last day worked, first day absent from work, and anticipated return to work date
3. Keep a record of your claim number. Reporting your claim online provides the added convenience of printing a claim report which includes your claim number and a summary of your claim details.
 4. In order to process your disability claim, you'll also be asked to sign and submit a medical authorization form to your doctor. Note: Lincoln Financial Group requires your physician to provide information about your medical condition. If this information cannot be obtained, benefits may be delayed.
 5. You may securely check the status of your claim online at www.MyLincolnPortal.com or by calling your Case Manager at **1-800-838-4461**.

UCI Support

Supervisor and Employee Contacts

- Employee Experience Center (EEC)
 - <https://eec.hr.uci.edu/>
 - 949-824-0500
- Consult with a Medical Center Leaves & Worker's Compensation Analyst
 - Clara Yoo
 - Fern Ellis
 - Laura Cardona
 - D'borah Shaw
- Consult with a Disability Management Specialist (Accommodations)
 - Katie Dizdarevic (Team Lead)
 - Kelynn Dickey

Additional Resources

Please visit our HR Leave Page for additional resources such as:

HR Leave Page

- <https://www.hr.uci.edu/partnership/benefits/leaveadmin/>
- mySedgwick Training
- Multiple Resource Guides

UCLC – Learning Center

Disability Management: Reasonable Accommodation – The Interactive Process

- Recorded Session - This course provides a review of the employee disability protections provided in both federal Americans with Disability Act (ADA) and California's Fair Employment and Housing Act (FEHA).

Disability Management "Accommodations"

- Live Session - These will be held quarterly.

Upcoming Managing Staff Leave Training for Supervisors.

- These will be held twice a year.

Coming Soon!

- How to manage and track Intermittent Leaves, more to come!

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Any Questions?