

# Managing Staff Leaves for Supervisors

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Presented by:

UCI Human Resources & Sedgwick

Health Sciences/School of  
Medicine and Campus

**UCI** Human Resources  
Empower People Success

# Today's Presenters

Trish Schnaithmann

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

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- Sedgwick Director of Operations

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# 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

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

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Does not apply to accepted work-related injuries.

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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

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**Pay** for Campus: Consult with the employee and Department regarding pay options, if needed.

**Pay** for COHS: Consults with the employee regarding their pay options while on leave.

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**Benefits** for Campus: Assist the employee and Department with benefit related inquiries while on leave without pay, if needed.

**Benefits** for COHS: Discuss benefits while on leave without pay.

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**UCPath** for Campus: Provide guidance to the Department around entering the extended leave in UCPath, if needed.

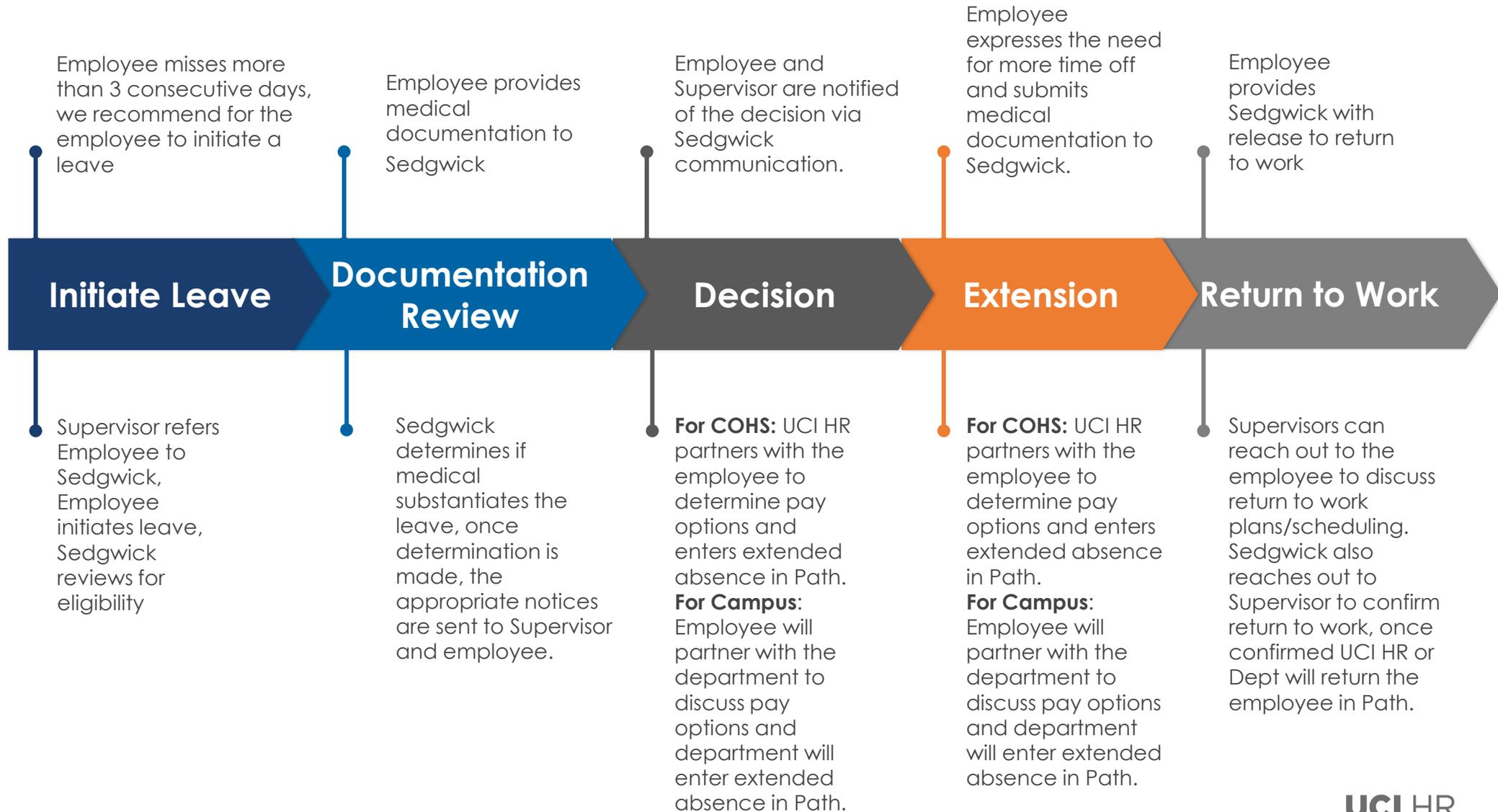
**UCPath** for COHS: We enter and update the leave status in UCPath throughout the leave.

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COHS and All Campus's: Guide the employee and Supervisor through the leave process. Assist with benefit related inquiries while on a leave of absence.

COHS: We are the liaison between Sedgwick and Lincoln Financial.

# 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 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.

Campus: For options or questions around pay please have the employee contact their department contact. UCI HR will provide guidance if needed.

COHS: For options or questions around pay please have the employee contact their Leave Analyst.

For all leave of absences: Employees will continue to submit their timecard, recommend for the supervisor to confirm the appropriate codes were used, i.e., FMLA Sick, FMLA Vacation, etc.

Additional resources around timecard coding will be discussed on next 2 slides.

# TRS – Time Reporting System

	Exempt		Non-Exempt
<b>TRS - Intermittent or Reduced Work Schedule Leave</b>	<p>*Extended Absence must be entered in UCPATH for system to accept FMLA pay codes or the partial absences.</p> <p>*Leave must be approved with Sedgwick before entering EA.</p> <p>*Paycodes: FMLA Sick, FMLA Vacation, FMLA NP</p>		<p>*Extended Absence must be entered in UCPATH for system to accept FMLA pay codes.</p> <p>*Leave must be approved with Sedgwick before entering EA.</p> <p>*Paycodes: FMLA Sick, FMLA Vacation, FMLA NP</p>
<b>TRS - Continuous</b>	<p>*Unpaid Leave - Unpaid Extended Absence must be entered into UCPATH before the Path deadline or they will be paid in full.</p> <p>*Unpaid Leave - We do <b>NOT</b> enter Leave without pay on their timecards, we leave the timecard blank.</p> <p>*Paid Leave - Only sick and vacation hours must be recorded on timecards for Exempt employees.</p>		<p>*Unpaid Leave - Approved Leave without Pay must be recorded on their timecard.</p> <p>*Unpaid Leave - Paycodes: LWOP (Leave without Pay) or if approved under FMLA, FMLA NP (no pay).</p> <p>*Paid Leave - Sick and vacation hours must be recorded on timecards.</p>
<b>TRS - PFCB</b>	<p>*Extended Absence must be entered in UCPATH for system to accept FMLA pay codes.</p> <p>*Leave must be approved with Sedgwick before entering the EA.</p> <p>*TRS users must enter their own PFCB hours to receive pay.</p> <p>*Holidays &amp; PFCB - We count holidays towards the overall PFCB duration. PFCB entitlement is decremented on holidays, even though the holiday is listed on the timecard.</p> <p>*Pay codes: Family Care (Family Care &amp; Bonding)</p>		<p>*Extended Absence must be entered in UCPATH for system to accept FMLA pay codes.</p> <p>*Leave must be approved with Sedgwick before entering the EA.</p> <p>*TRS users must enter their own PFCB hours to receive pay.</p> <p>*Holidays &amp; PFCB - We count holidays towards the overall PFCB duration. PFCB entitlement is decremented on holidays, even though the holiday is listed on the timecard.</p> <p>*Pay codes: Family Care (Family Care &amp; Bonding)</p>

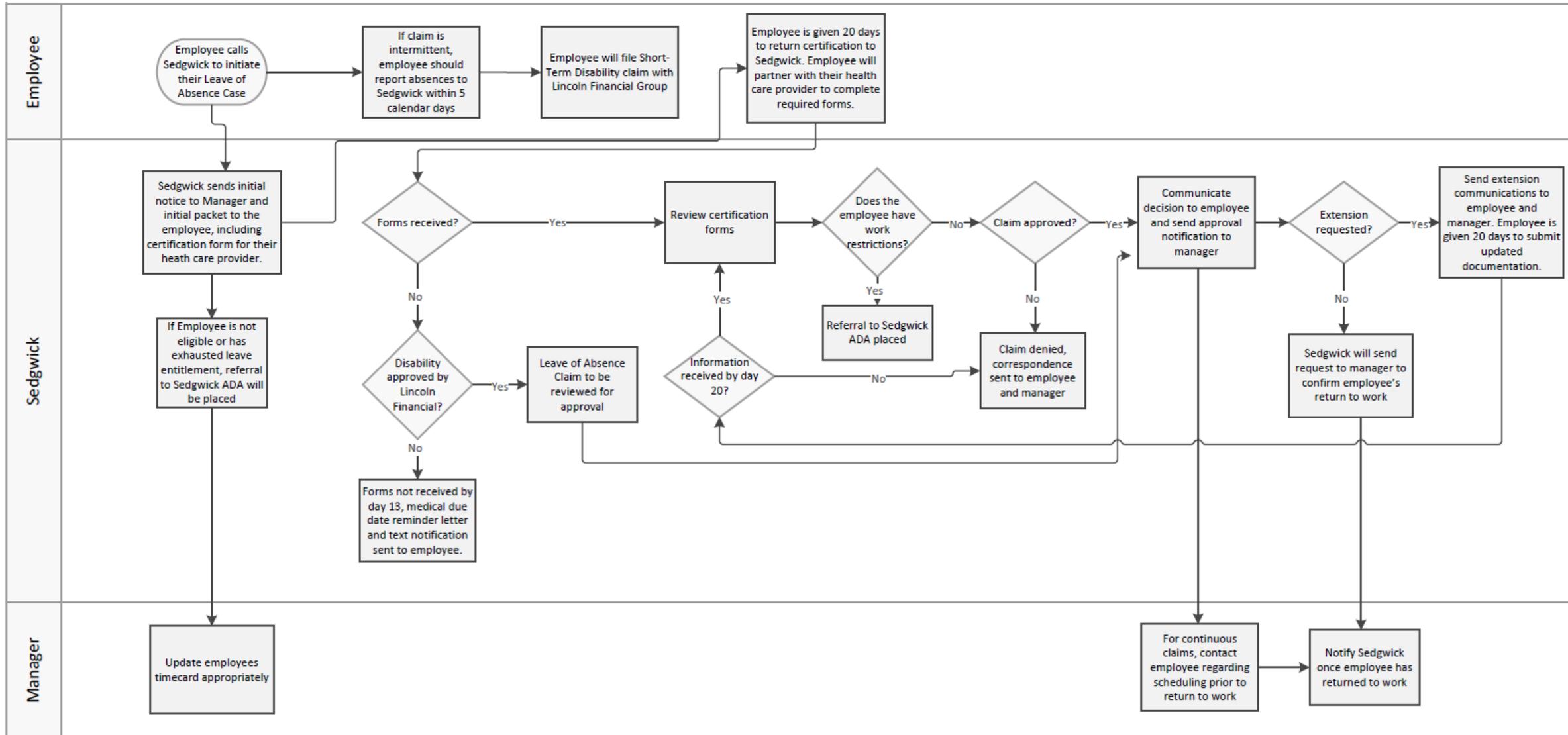
# API

	Exempt	Non-Exempt
<b>API - Intermittent or Reduced Work Schedule Leave</b>	<ul style="list-style-type: none"> <li>*Extended Absence must be entered in Path for system to accept FMLA pay codes or the partial absences.</li> <li>*Leave must be approved with Sedgwick before entering EA.</li> <li>*Pay codes: Use applicable paycode that begins with an I.</li> <li>*To use FML pay codes the supervisor must enter the FML start date under Parameters.</li> </ul>	<ul style="list-style-type: none"> <li>*Extended Absence must be entered in UCPATH for system to accept FMLA pay codes.</li> <li>*Leave must be approved with Sedgwick before entering EA.</li> <li>*Pay codes: Use applicable paycode that begins with an I.</li> <li>*To use FML pay codes the supervisor must enter the FML start date under Parameters.</li> </ul>
<b>API - Continuous</b>	<ul style="list-style-type: none"> <li>*Unpaid Extended Absence must be entered into UCPATH before the Path deadline or they will be paid in full.</li> <li>*We do <b>NOT</b> enter Leave without pay on their timecards, we leave the timecard blank.</li> <li>*Only sick and vacation hours must be recorded on the timecards.</li> </ul>	<ul style="list-style-type: none"> <li>*Approved Leave without Pay must be recorded on their timecard.</li> <li>*Pay codes: LPN (Leave No Pay), FMLA Family Unpaid - FFU, or FMLA Self Unpaid - FSU</li> </ul>
<b>API - PFCB</b>	<ul style="list-style-type: none"> <li>*Extended Absence must be entered in UCPATH for system to accept FMLA pay codes.</li> <li>*Leave must be approved with Sedgwick before entering the EA.</li> <li>*Holidays &amp; PFCB - We count holidays towards the overall PFCB duration. PFCB entitlement is decremented on holidays, even though the holiday is listed on the timecard.</li> <li>*API users must have their PFCB hours entered by the payroll team.</li> </ul>	<ul style="list-style-type: none"> <li>*Extended Absence must be entered in UCPATH for system to accept FMLA pay codes.</li> <li>*Leave must be approved with Sedgwick before entering the EA.</li> <li>*Holidays &amp; PFCB - We count holidays towards the overall PFCB duration. PFCB entitlement is decremented on holidays, even though the holiday is listed on the timecard.</li> </ul>

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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.

\*De-Centralized Campus - Supervisors should forward Sedgwick emails to the department personnel responsible for inputting the extended absence in Path.

## 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.

Please note absences must be reported to Sedgwick within 5 calendar days from absences date and immediately to the employee's Supervisor, employees must follow their local call-in procedure.

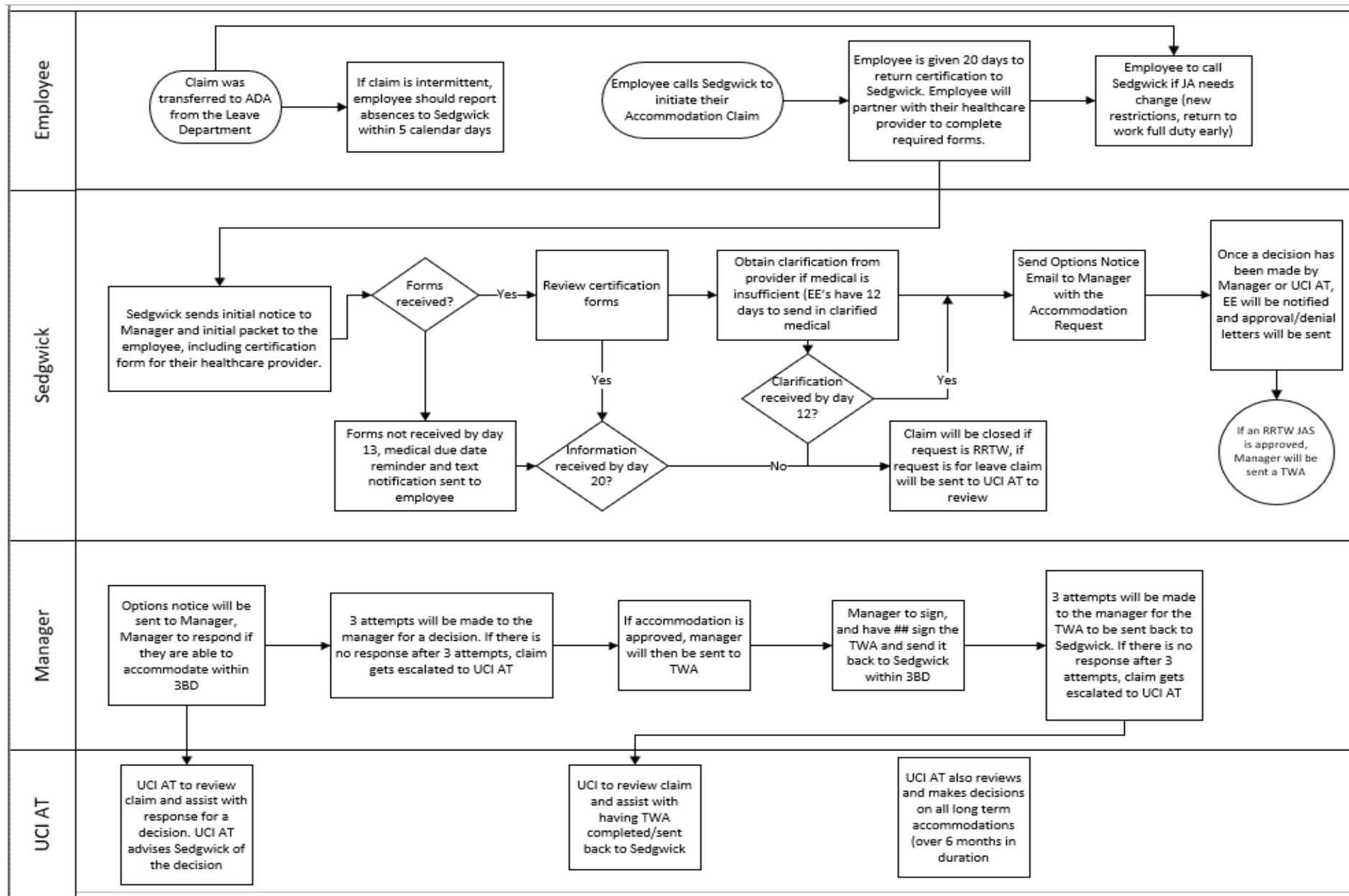
Once an absence has been reported to Sedgwick, the Supervisor on record will receive email notifications indicating an absence was filed and the status of the absence(s). Please note sufficient medical documentation is required by the employee for Sedgwick to make their determination.

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

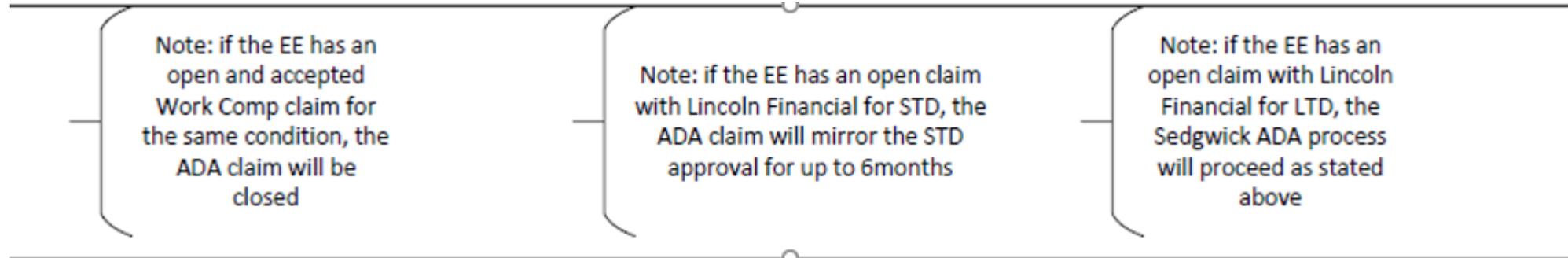
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**Any Questions?**

# 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.

## Employee Communications

Initial Packet

Medical Clarification Packet

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

Approval Notice

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

Denial Notice

- 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.

Closure Notice

- This process involves a phone call to the employee.

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.

# 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 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

UCI® Human Resources

mysedgwick

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 or claim number.

Existing Claims Only

- Medical documents can be emailed to: [Claimdocuments@sedgwick.com](mailto: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](mailto: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](http://www.MyLincolnPortal.com) to access employee resources and online tools, as referenced below. (Si usted prefiere las formas en Espanol, 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](http://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](http://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 central HR Leave Analyst
  - Melissa Moffat
  - Charlene Muro
  - Brent Gardner (SOM)
- Consult with a Disability Management Specialist (Accommodations)
  - Wendy Lyman Pawling

# Additional Resources

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

## HR Leaves Page

- <https://www.hr.uci.edu/partnership/benefits/leaveadmin/>
- mySedgwick Training
- Multiple Resource Guides within the HR Leaves Page

## 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: held quarterly.
- **Overview of Leaves & UCPATH Entries for De-Centralized Campus**
  - Beginning in September 2024 we will offer this training twice a year which dives deep into the different entitlements such as: FMLA, CFRA, PDL, CBA leaves, Sedgwick's processes, Lincoln Financial, how to update UCPATH, how benefits are impacted. how to effectively and accurately manage leave of absences.
- **Upcoming Managing Staff Leave Training for Supervisors.**
  - These will be held twice a year.

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**Any Questions?**