

# 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

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- UCI Leaves Administration Supervisor

Katie Quinn

- Sedgwick Operations Manager

Roger Abbott

- Sedgwick Accommodation Team Lead



# 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.

# WHAT IS TIME AWAY FROM WORK?

A complementary set of programs that provide UCI employees with time away from work to recharge or recover.

## **Paid Time Off (Sick Time)**

Bank of hours you can use to receive your pay during eligible time away from work.

*ADMINISTERED LOCALLY*

## **Long-Term Disability**

Provides income protection if you become disabled and are unable to work for an extended period of time.

*ADMINISTERED BY LINCOLN FINANCIAL GROUP*



## **Time Away From Work**

## **Short-Term Disability**

During the first 26 weeks, unable to perform with reasonable continuity the Essential Functions of the employee's usual occupation at UCI due to an illness or injury, based on an approved medical certification

*ADMINISTERED BY LINCOLN FINANCIAL GROUP*

## **Leaves of Absence**

FMLA, CA state leave laws, personal, military training, military active duty.

*ADMINISTERED BY SEDGWICK*

# 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 Health Sciences/SOM and Campus: Consults with the employee regarding their pay options while on leave.

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

Benefits for Health Sciences/SOM and Campus: 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 Health Sciences/SOM and Campus: We enter and update the leave status in UCPath throughout the leave.

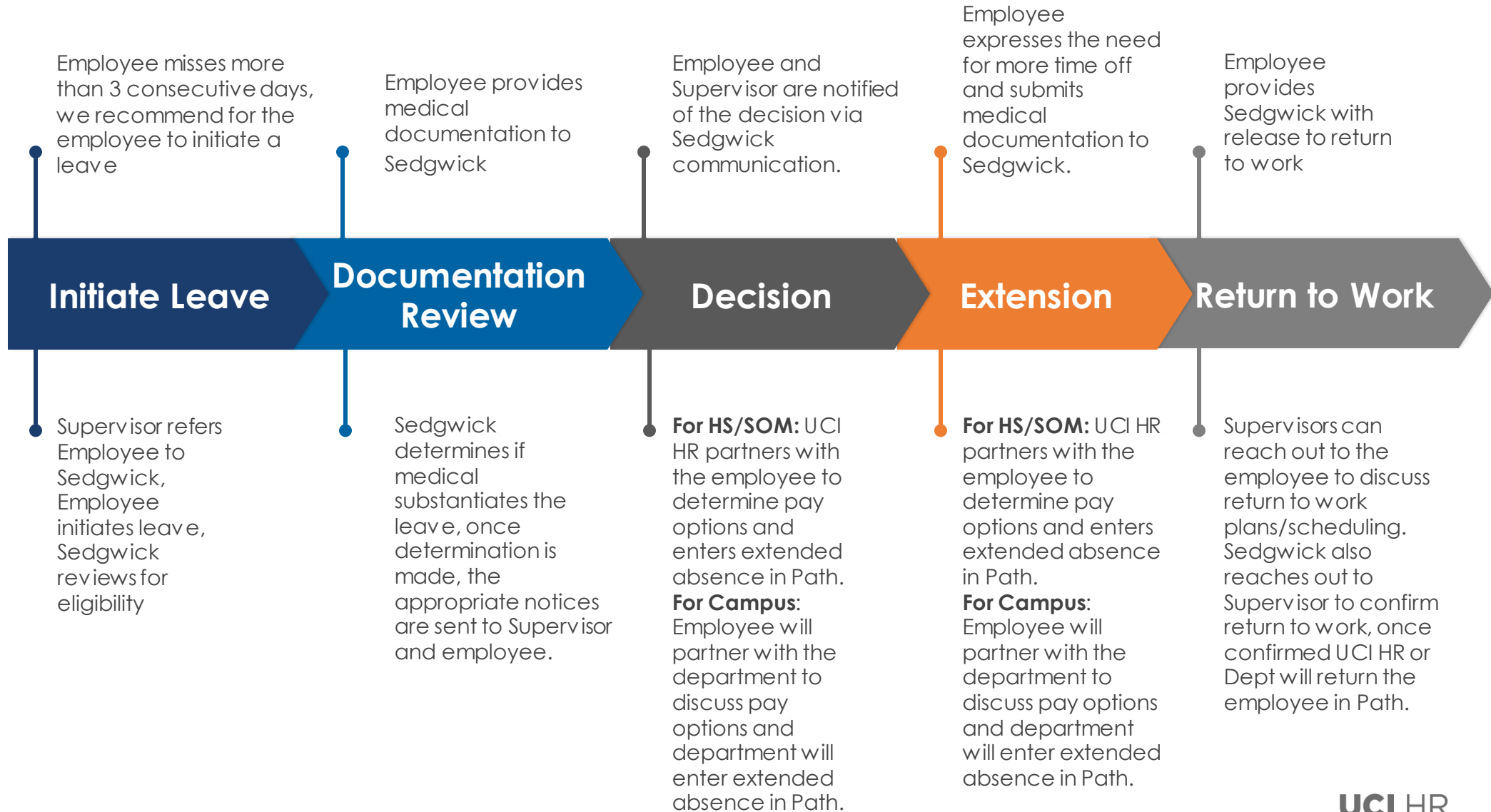
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Health Sciences/SOM and Campus: Guide the employee and Supervisor through the leave process. Assist with benefit related inquiries while on a leave of absence.

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Health Sciences/SOM and Campus: 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.

If the employee is incapacitated or can not 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.

Health Sciences/SOM: For options or questions around pay please have the employee contact the Employee Experience Center.

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 at the end of the presentation, for example:

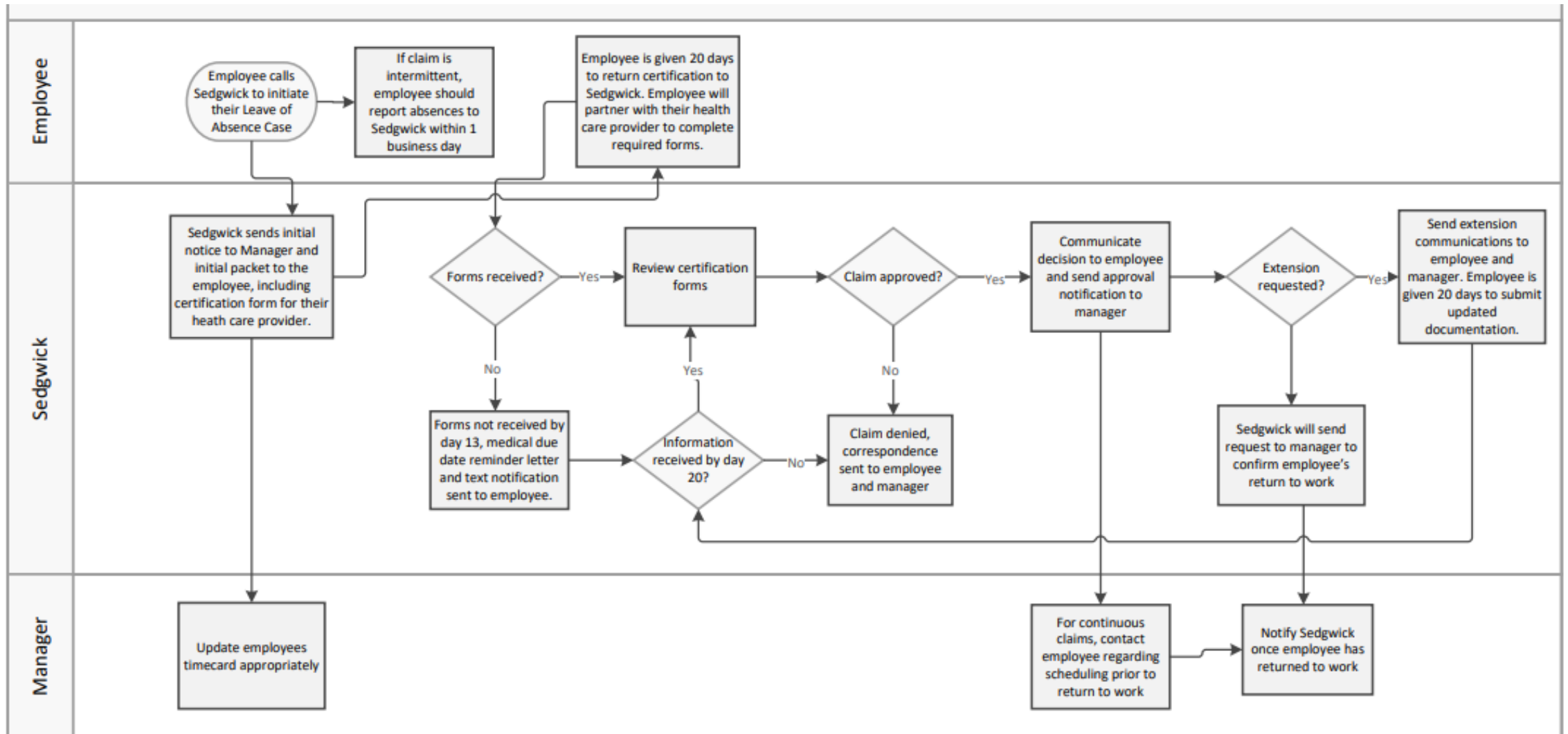
Non-Exempt: All time including PFCB must be recorded on timecards for the employee to be paid. TRS users must report their PFCB time, API users will have their PFCB time entered by payroll.

Exempt: LWOP and PFCB are the only codes that should **not** be used while on leave. Only sick and vacation hours are reported.

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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)**

**All emails requiring action, will have ACTION REQUIRED in the subject line.**

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



# Leave Communications

## Employee Communications

### Initial Packet

#### Medical Clarification Packet

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

#### Approval Notice

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

#### Exhaustion Notice

1. This process involves a phone call to the employee.

#### Denial Packet

1. This process involves a phone call to the employee.

#### Extension Packet

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

#### Survey Email

**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

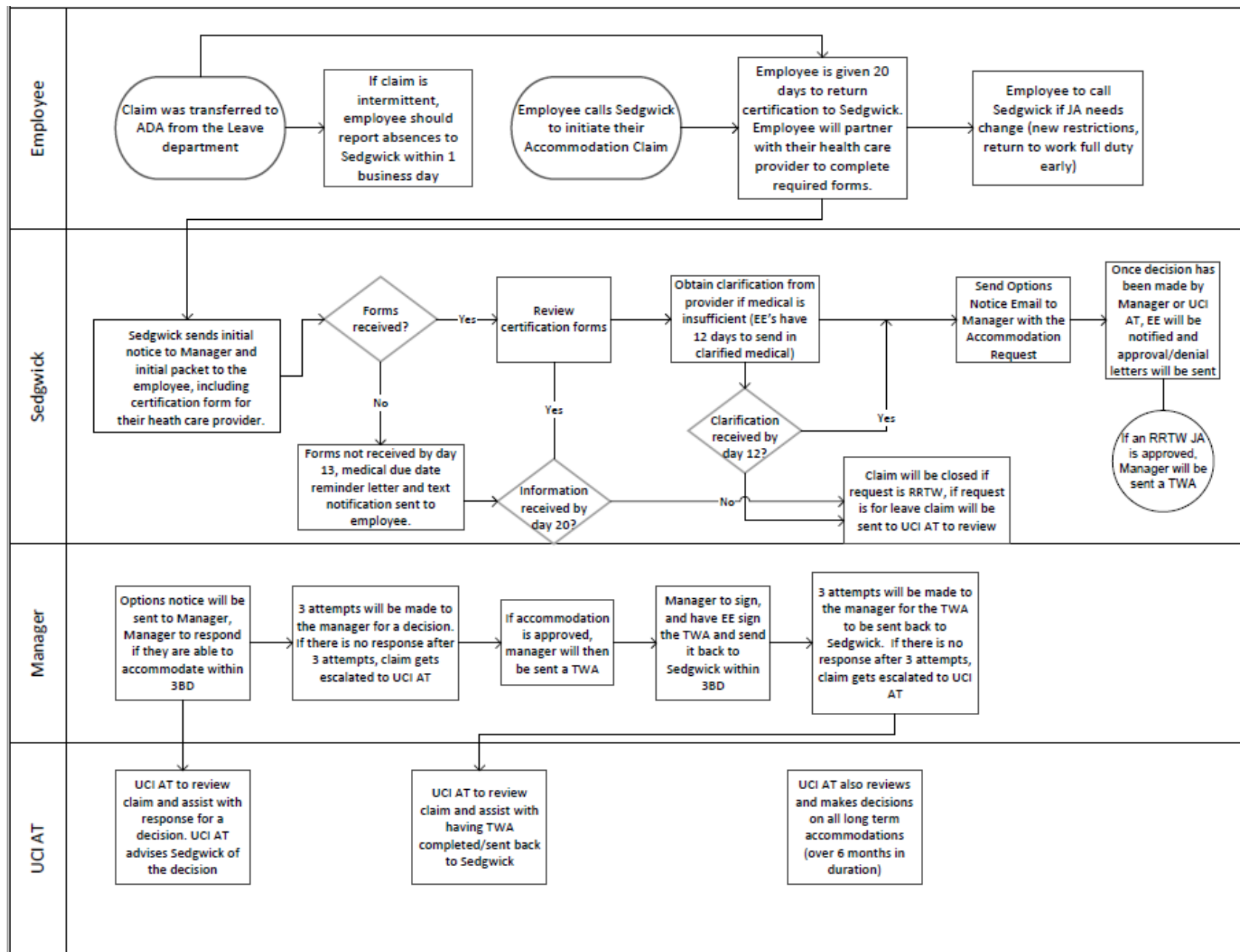
Absences can be reported 3 different ways.

- mysedgwick Portal:
    - <https://hr.uci.edu/sedgwick>
    - login with UCI netID and password
  - Sedgwick's Interactive Voice Response System at 855-922-2152 and report the absence 24/7/365.
  - 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 and the employee's Supervisor within 1 business day from the absence date; also, 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.

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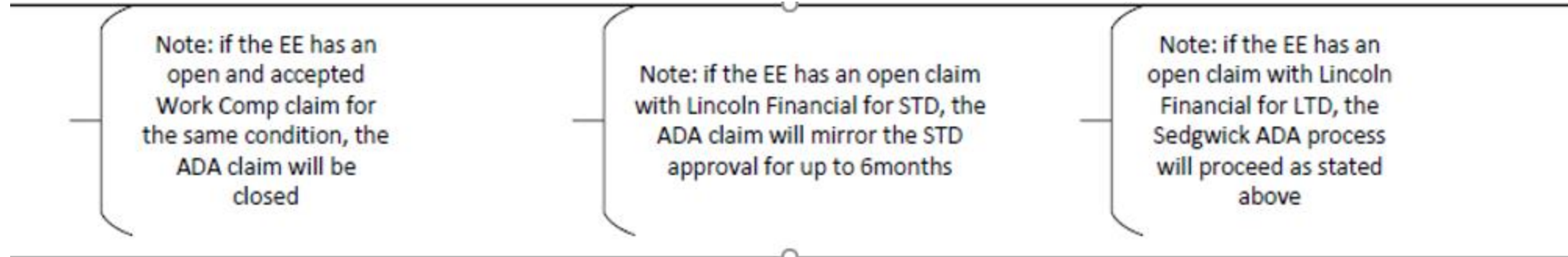
**Any Questions?**

# 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**)

All emails requiring action, will have ACTION REQUIRED in the subject line.

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



# Accommodation Communications

## Employee Communications

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#### 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

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- 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

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 can not 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 such as: work from home or special parking requests, just to name a few.
- 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 UCI netID 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

Opting into communications via text and email messaging is recommended

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.

# Sedgwick's Survey

- When Sedgwick closes a case, the assigned Supervisor and Employee will receive an email, see example on the following slide. The email instructs the Supervisor to complete a 7-question survey on their experience with Sedgwick and the handling their Employee's leave of absence.
- It's vital we complete the survey; the results assist in identifying opportunities and successes within the processes.
- Note: the survey will come from a NoReply@SedgwickCMS



# Sedgwick's Survey (cont.)



## UCI Leave and Accommodation Program

6. We would like the opportunity to review the case and the service provided to you and your employee. Please provide us with the following information:

Name:	<input type="text"/>
Your Employee's Name:	<input type="text"/>
Claim Number:	<input type="text"/>

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**IMPORTANT:** Be sure to add the employee's name and or the Sedgwick case number (Employee's name will suffice), this is the **only** way for Sedgwick to identify the case. Click done when finished.

## UCI Leave and Accommodation Program

7. Please provide additional comments you may have regarding the service you received.



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# 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 Contacts

- Consult with a central HR Benefits & Leave Analyst
  - Melissa Moffat
  - Charlene Muro
  - Ozge Gacar
- Consult with a Disability Management Specialist (Accommodations)
  - Wendy Lyman Pawling

## Employee Contacts

- Employee Experience Center (EEC)
  - <https://eec.hr.uci.edu/>
  - 949-824-0500

# Employee Experience Center (EEC)

<https://eec.hr.uci.edu/>

- Click on Employee Experience Center, see below



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Leave and Disability Administration



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General



UCI Health

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[Catastrophic Leave Request](#)

[Leave Inquiry](#)

[Request for Accommodation](#)

[Request Leave of Absence](#)

[Workers' Compensation Inquiry](#)

# Additional Resources

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

## HR Leave Page

- <https://www.hr.uci.edu/partnership/benefits/leaveadmin/>
- Upcoming Managing Staff Leave Training for Supervisors.
  - These will be held quarterly.
  - Schedule will be released in November
- mysedgwick Training
- Multiple Resource Guides

## UCLC – Learning Center

- Disability Management: Reasonable Accommodation
  - 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).

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**Any Questions?**