

Leave of Absence: Manager FAQ

- **Who is The UCI Leave Center, managed by Sedgwick?**
 - The UCI Leave Center, managed by Sedgwick, administers UCI leaves for the Federal Family and Medical Leave Act (FMLA), State of California leaves under the California Family Rights Act (CFRA) and Pregnancy Disability Leave Law (PDLL), company leaves offered by UCI, and Accommodation Requests.
- **What is the difference between Disability, Leave of Absence, and an Accommodation?**
 - Disability provides partial wage replacement while you are temporarily disabled due to your own serious health condition and unable to work.
 - A leave of absence approves you to be off work either through FMLA, CFRA, or through UC policy or collective bargaining agreement.
 - Accommodation claim helps qualified employees with a disability perform their essential job duties, provided such accommodations do not create an undue hardship for business operations. Examples may include, but are not limited to, leave of absence, (when the employee is ineligible for FMLA, CFRA leave), assistive devices, ergonomic equipment, modified non-essential duties because of restrictions or limitations temporary reduced work schedule, transitional alternate job assignments, or reassignment.
- **What happens if employee is not eligible or exhaust FMLA/State Leave?**
 - If the employee is out for their own medical condition, Sedgwick will refer the request over to the Accommodation team to continue processing the request.
 - If the employee is out to care for a family member, Sedgwick will refer the employee to speak with their manager for next steps. Sedgwick would not manage any accommodations for family related leaves.
- **What is the difference between a Continuous leave, Intermittent leave, and Reduced Work Schedule?**
 - A continuous leave is any leave where an employee misses work for more than 3 continuous days in a row.
 - Intermittent leave is any leave where the employee misses 3 continuous days or less. The employee pay need multiple periodic absences for flare ups or condition and/or medical appointments
 - Reduced work schedule leave is any leave where the employee has a consistent reduction in their typical working hours.
- **How to code the employee's timecard while they have a Leave Request?**
 - Partner with your internal benefits and leave administration team

- **What to do while Sedgwick is waiting on medical documentation?**
 - The employee is given 20 calendar days to submit medical documentation. Once medical documentation is received and has been determined insufficient, Sedgwick provide the employee an additional 12 calendar days to submit sufficient medical documentation to support their request.
 - Code timecards accordingly.
 - Sedgwick recommends staying in contact with the employee to discuss any changes to their leave of absence, accommodation, and/or their return to work plans.

- **When will documentation be reviewed once they have been submitted it to Sedgwick?**
 - Claim documentation is reviewed within two business days from the date it is received.
 - If additional information is needed, the employee will be contacted via postal mail and telephone what information is needed. The manager will also be notified via email that additional information is needed.
 - If no additional information is needed, a determination will be made on the claim and notices will be sent to the employee and manager.

- **What happens if the leave of absence is future dated?**
 - Eligibility is checked when the leave is received. Eligibility will be re-checked on the first day of absence if it is in the future to ensure the employee remains eligible.
 - If we are able to approve a future dated claim, the notices to employee and manager will indicate the approval is conditional until the first date of absence is confirmed and eligibility is re-checked.
 - If the employee is no longer eligible, the claim will be denied, and updated notices will be sent out. If employee remains eligible, no changes will be made, and no updated notices will be sent.

- **How am I notified of my employee's claim status, processing, or decision?**
 - Sedgwick will provide updates via email when:
 - A new claim is filed,
 - A decision is made on the claim
 - Additional medical documentation is needed.
 - An extension is requested for time beyond the initial approval
 - When the employee is ready to return back to work, Sedgwick will send an email requesting to confirm the employee has returned to work.
 - Please note, when Sedgwick is requesting a response it is important to provide a prompt response to avoid a delay in claim processing.

- **What if the employee needs more leave than initially expected?**

- The employee needs to send an updated certification form to Sedgwick via regular mail, fax, email or upload to the mySedgwick portal.
- The manager and employee will be sent a notice indicating that an extension has been requested and the new due date will be included.
- The employee will need to send an updated certification from the doctor to support an extension.

- **What does the employee need to provide when returning to work?**
 - The employee should contact their manager to discuss their return to work plan
 - Employee will be required to provide a return to work note from their provider to Sedgwick if they have been out on a continuous leave for their own medical condition.
 - Sedgwick will send an email to the manager to confirm the employee returned to work. The manager will need to respond promptly to avoid a delay in claim processing.
 - Manager can contact employee on scheduling prior to return to work date.

- **What if an employee is released to return to work with restrictions or an accommodation?**
 - The employee should contact their manager and Sedgwick to submit their request and documentation.
 - If the employee has a leave claim established and it has been identified the employee is released to return to work with restrictions or an accommodation is needed, Sedgwick will initiate an accommodation claim on their behalf

You can access your employee's claim information 24/7 at <http://hr.uci.edu/sedgwick> or by calling Sedgwick at (855) 922-2152.

Helpful Videos:

Your Employee's New Claim <https://play.vidyard.com/GGjsgE3jsAAyawXPfo3GcX>

Your Employee's Claim Approval <https://play.vidyard.com/u7hpSQvTSKyoawwXidY76H>

Your Employee's LOA Denial <https://play.vidyard.com/aENBgXUkKBaxZ27WrhSN8K>

Your Employee's Return to Work <https://play.vidyard.com/Fx8vaaswm5k8Yn4gTbePN1>

Learn More About Leave of Absence <https://play.vidyard.com/rD12VzE6K4WRLbv9FXtLh5>