Requesting a Leave of Absence

1. Call your Employer to request your absence.

2. Call Sedgwick at 888.436.9530 or visit timeoff.sedgwick.com to initiate a request for leave.

3. Provide information requested by Sedgwick as soon as possible.
Leave of Absence Program FAQ

1. Do I have to call Sedgwick each time I’m absent?
   A: It depends on the circumstance:
   • If you’re absent (or expect to be) for more than three consecutive days or on multiple dates → Yes.
   • If your claim is approved for a continuous absence → No.
   • If your claim is approved for intermittent absences → Yes.
   • If you’re absent from your job for reasons not covered by your benefits – for example, due to most child care issues, car troubles or brief, non-serious illnesses → No.
   However, you should still follow your employer’s time-off policy.

2. What if I don’t call Sedgwick to report an absence?
   A: Your coverage may be delayed or denied.

3. Should I still call my supervisor if I’m unexpectedly absent from my job?
   A: Yes, any time you’re absent from your job, you should follow your employer’s time-off policy.

4. Whose responsibility is it to ensure that documentation to support my claim is completed?
   A: It is ultimately your responsibility to make sure all documentation, including medical forms completed by a healthcare provider, are completed and returned to Sedgwick by the time specified.

5. I received a medical release form in my Sedgwick packet. Do I need to sign this form in order for my absence to be approved?
   A: No, signing the release form is optional but helps expedite the absence approval process. If you sign the release, Sedgwick can communicate directly with your doctor’s office if there are medical questions regarding your claim.

6. Who do I return the completed medical forms to?
   A: Either you or your healthcare provider should return completed forms to Sedgwick via mail or fax. Medical forms should not to be returned to Human Resources or your supervisor.

7. Do I have to submit a doctor’s note each time I take intermittent leave under the FMLA?
   A: No, once your FMLA claim is approved, you don’t need to supply doctor’s notes each time you’re absent. If you need more leave than anticipated by your healthcare provider, Sedgwick may ask for an updated medical form.

8. Can I take FMLA in less than whole-day increments?
   A: Yes, FMLA can be taken in weeks, days, hours and sometimes less than an hour. Your employer must allow FMLA leave in the smallest increment that’s allowed for other forms of leave.

9. If I have a lifelong health condition that requires FMLA leave, how often will I need to provide medical documentation to support my need for leave?
   A: Generally, you’ll need to recertify your condition every six months unless the circumstances surrounding your need for leave change.

10. Is my medical information secure with Sedgwick?
    A: Yes, Sedgwick has technical, physical and administrative measures in place to protect the information associated with your claim and seeks only the information necessary to evaluate your claim.

Questions? Contact Sedgwick at 888.436.9530, or visit the Employee Portal at timeoff.sedgwick.com.
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Processing your claim

Once you request a claim, you’ll receive a packet of information to be completed and returned to Sedgwick by the time specified. A Sedgwick claim representative will evaluate your request once all documentation has been received.

Your claim representative will maintain contact with you throughout the process and can answer any questions you may have about your leave of absence.

Your claim representative will also follow up with your Human Resources department to ensure timely and accurate processing of your claim.

When in doubt, call Sedgwick 888.436.9530
Your FMLA benefits

The Family and Medical Leave Act (FMLA) provides job protection when eligible employees need to take up to 12 work weeks of leave in a 12-month period for a FMLA-covered reason.

Q: Am I eligible for FMLA leave?
A: You’re eligible if you meet the following requirements:
  • You’ve worked at least 12 months for your employer
  • You’ve worked at least 1,250 hours in the 12 months before the requested leave
  • You work at a site that has at least 50 employees within 75 miles

Q: What circumstances does the FMLA cover?
A: The following leave reasons are covered:
  • Your own serious health condition prevents you from being able to perform your job
  • You need time off to care for your spouse, child or parent with a serious health condition
  • Your child is born or placed with you for adoption or foster care
  • You need time off for a qualifying exigency, when your spouse, child or parent is on active duty in the Armed Forces
  • You need to care for a covered servicemember who is your spouse, child, parent or next of kin (up to 26 weeks of leave may be taken for this purpose)

Q: How much notice should I give my employer and Sedgwick?
A: It depends on the circumstance:
  • If your need for FMLA leave is foreseeable (like for a pregnancy or scheduled surgery), then notify your employer and Sedgwick at least 30 days ahead of time.
  • If your need for FMLA leave is unforeseeable, then notify your employer and Sedgwick as soon as possible once you become aware of the need for leave.

Q: What information is needed to support my FMLA claim?
A: The most-common documentation required is a medical certification completed by a healthcare provider. Sedgwick will notify you of all needed documentation and deadlines.

Q: What if I’m not sure whether the FMLA would apply to my need for time off?
A: You’ll want to contact Sedgwick to request FMLA leave if one of the following situations applies to you:
  • You’ve been absent three or more consecutive days for medical reasons, and/or to care for a family member who is sick
  • You have multiple absences due to the same health condition, and/or to care for a family member due to the same health condition
  • You have multiple doctor visits and/or appointments for treatment
  • You’ve added a child to your family
  • You have absences related to a spouse’s, son’s or daughter’s deployment to active duty

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Provide information requested by Sedgwick as soon as possible.
Access your absence information from the Sedgwick Employee Portal to:

• Initiate a claim
• View claim status in real-time
• Access claim documents
• Track multiple absences
• View available hours for all absence types

Visit **timeoff.sedgwick.com** to create your Employee Portal account, or call our customer service team at **888.436.9530**.