

**FAMILY MEDICAL LEAVE
PROCESS UPDATE 7-1-21**



THE UNIVERSITY OF
TOLEDO

BASIC STEPS

New FMLA request

- Employee initiates new claim with FMLASource. Will need rocket number to register for the first time.
- FMLASource requests the medical certification.
- Employee provides the Medical Certification from their doctor to FMLASource
- FMLASource makes the determination and informs the employee

Employee tracks time off

- Employee informs FMLASource and supervisor of the start of their **continuous leave**.
- Employee informs FMLASource and the supervisor of any changes to timeline
- Employee informs FMLASource and the supervisor 3 days before they return to work

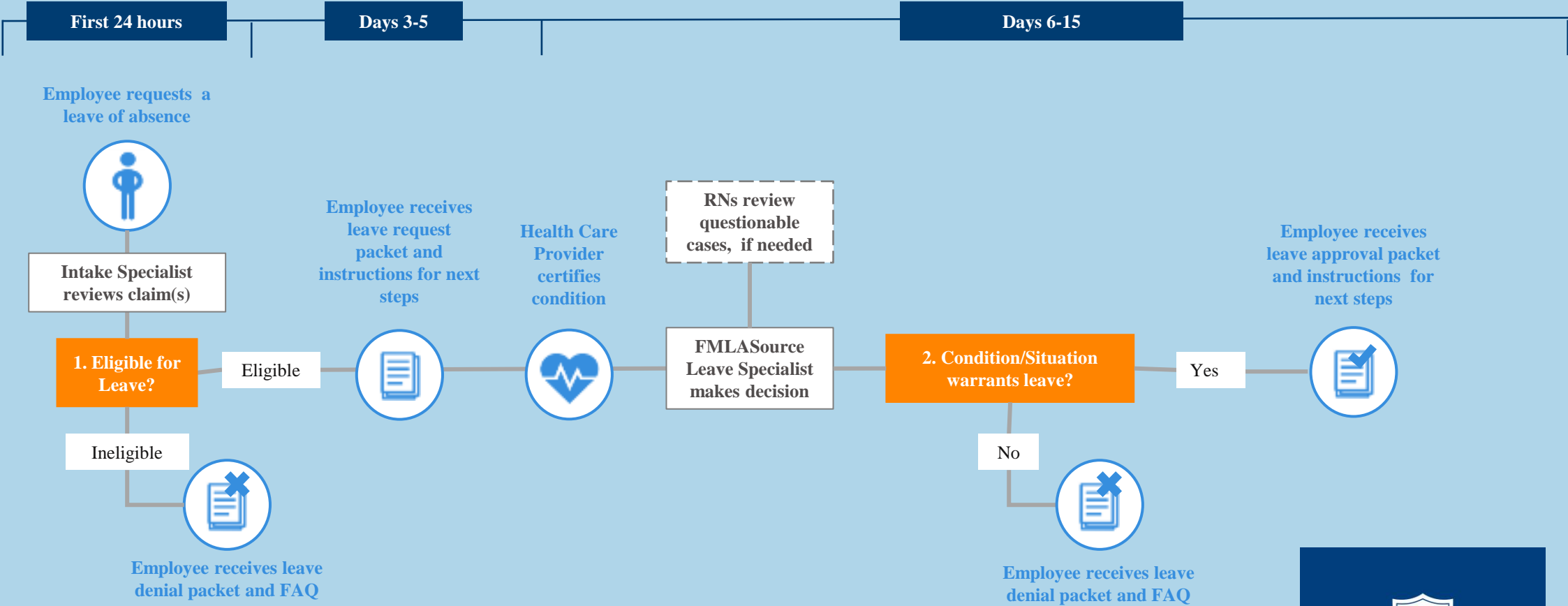
- Employee informs supervisor of their **intermittent leave** time off.
- Employee tracks intermittent time off within 24 hours of occurrence with FMLASource
- Employee keys it into the UToledo time system.

Employees will continue to use their current call off procedures.

Supervisor

Supervisor reviews weekly FMLASource status report for any new or changes in their employee's status, and the usage report to verify any time recorded with what has been entered into UT time system.

THE NEW FMLA REQUEST PROCESS



COMMUNICATIONS

During the request process, employees will receive the following communications:

Request Packet

- Provides a summary of the leave request
- Includes notice of eligibility, relevant forms/instructions, any supplemental material

Reminder of Documentation Due

- Reminds the employee that the due date for their documentation is coming up

Notification of Document Received

- Notifies employee that a document has been received and is being reviewed.

Decision Packet

- Provides a summary of a decision made on the leave request
- Includes any additional forms, instructions or supplemental material.



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FMLA SOURCE – STRIVING TO MAKE IT EASY

Easy Access and Intuitive Tools



Multiple channels available: [website](#), phone, mobile app, or mail



Call center open Monday through Friday, 8:30am to 10:30pm EST
1-833-955-3388



IVR available 24/7 to report and view status of a claim



Spanish language capabilities available

Easy-to-Navigate Process



Designed to guide employees through each step



Communicate proactively on status and next steps



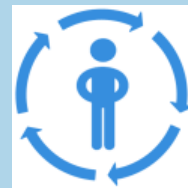
Outreach to employees when they need guidance

High-Quality Employee Experience



Our staff members are:

- Extensively trained and monitored
- Specialists with clinical, legal and HR experience



Philosophy is one of:

- Continuous improvement
- Customer focus