

Client FAQs

Introducing the New AbsenceResources Digital Experience

Q. Why is FMLASource changing to AbsenceResources?

A: The new name is part of a broader brand refresh for ComPsych intended to help create a better experience for our members. AbsenceResources reflects a more intuitive name to help better communicate how we help members, while updating our branding in AbsenceResources.com creates a more modern and approachable digital experience.

Q: Is there anything I need to do related to this change?

A: No, the name change is passive for customers and employees, and all operational elements of the former FMLASource will remain in place and redirect/refresh automatically.

Q: Will the phone and fax numbers remain the same?

A: Yes, both will be unchanged.

Q: Will the www.fmlasource.com website still work?

A: Yes. The FMLASource website will continue to be active and automatically redirect to the new url www.AbsenceResources.com.

Q: Will employees need to download a new app?

A: No, employees will not need to download a new app. The next time employees open the app to login, they will be prompted to update the app with a pop-up that brings them to their corresponding app store. After the download is complete, the app's name will change to AbsenceNow and the new visuals will be present.

Q: What if an employee submits paperwork with FMLASource branding?

A: We will continue to receive and process all forms of medical documentation, and all new documentation from us will be in the new AbsenceResources branding making the change completely passive for customers and employees.

Q: What if an email is sent to an fmlasource.com email address?

A: All inboxes will be maintained and emails to legacy addresses will still reach their intended destination. Email responses from AbsenceResources will originate from the new email address