

# Frequently Asked Questions

## City of Memphis - Employee



### Reporting FMLA Absences

It feels good to be prepared. That's why we've developed the following guide to help you report an FMLA absence with Standard Insurance Company. Follow the steps outlined below if you need to report a leave of absence. This will enable you to access our Absence Management Service Center online or via telephone.

#### When should I report an FMLA absence?

Contact The Standard if you are or will be absent from work due to any of the following reasons, but not limited to:

- Your own serious health condition (including pregnancy)
- To care for your child
- The placement of your adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military exigency, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military
- For leave due to your own military service
- For a work-related injury or illness that prevents you from working

For all other absences, please follow the normal City of Memphis absence reporting procedures and notify your department head or manager.

#### Who is responsible for notifying The City of Memphis of my FMLA absence?

It is your responsibility to follow the normal City of Memphis absence reporting procedures and to notify your manager of your absence.

#### How do I notify The Standard about an FMLA absence/disability?

- Call the Absence Management Service Center at 833-878-9034; or
- Login at [www.standard.com/absence](http://www.standard.com/absence)  
*Note:* First-time users will need to create an account. A step-by-step guide on how to do this is available on [www.standard.com/absence](http://www.standard.com/absence) under the section of "Need Help"
- You are required to notify The Standard of any initial absences within 14 days of missing work
- For ongoing intermittent absence, you are required to notify The Standard within 7 days of missing work

#### What are the Absence Management Service Center's operation hours?

The Absence Management Service Center is available Monday through Friday between 8:00 a.m. and 8:00 p.m. Eastern Time at 1-833-878-9034.

#### When I call to report my absence, what questions will I be asked?

In addition to answering other questions about your absence, you will be asked to provide the following information:

- Employer Name: **City Of Memphis**
- Group Policy Number: **640754**

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- Social Security Number
- Last day you were at work
- Reason leave is requested
- Physician's contact information (name, address, phone and fax number)

### Will I receive any notification after I initiate an FMLA leave?

After initiating a request for time off, The Standard will send you a letter confirming receipt of your leave request. If you called to request a leave, you will receive a Certification of Health Care Provider form. These forms should be returned to The Standard by the due date indicated in your letter.

### Where do I send the completed forms?

If you are required to submit paperwork, please send the completed forms to:

Standard Insurance Company  
Employee Benefits Division  
PO Box 3877  
Portland OR 97208

Or you may fax completed forms to 866.751.5174.

### How long does it normally take for an FMLA?

It will take approximately one week to make a claim decision once your completed claim application is received. If we have not made a decision within one week, you will be notified as to why.

### What are intermittent FMLA and reduced leave schedule?

FMLA may be taken intermittently or on a reduced leave schedule under certain circumstances. **Intermittent leave** is FMLA leave taken in separate blocks of time due to a single qualifying reason. A **reduced leave schedule** decreases an employee's usual number of working hours per workweek or per workday. A reduced leave schedule is a change in the employee's schedule for a period of time, normally from full-time to part-time.

### How do I report an FMLA intermittent absence?

**Don't forget to notify your manager and follow your employer's normal absence reporting process.**

When you miss time associated with an intermittent leave, you can quickly and easily report absences through The Standard's self-service phone system at -833-878-9034 or the absence management self-service portal. These services are available anytime.

Follow these steps to use the self-service phone system:

- Say "Report an absence" when prompted, and you can report your time off without needing to speak to a representative
- Provide the following information:
  - Your leave number, which can be found on the correspondence we sent you after we approved your intermittent leave

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- Your date of birth
  - The date of the absence  
*Note:* You may report multiple absences during one call. Dates can be today, or in the past or future, however each absence will be a separate entry during the same call.
  - The type of absence  
*Note:* You will need to let the system know if your absence is related to your condition or is to attend a medical appointment.
  - The number of hours you were scheduled to work, and the number of hours of leave taken for each day you are reporting
  - A phone number where you can be reached in case we need to contact you for further information
- Once the automated intake is complete, you will receive a confirmation number to let you know that your absence report has been successfully submitted

You can also report intermittent absences through The Standard's absence management self-service web portal, which can be accessed from your computer, smartphone or tablet. See the login instructions above, and once you are logged in, use these steps to report your intermittent absence:

- Click on **Absence Claims**
- Find and click on your open intermittent leave claim
- Click **Add Time**
- On the following screen, provide the date(s) of your intermittent absence, the number of scheduled work hours/minutes missed and whether your absence was due to incapacity (illness) or medical treatment
- Click **Save**

#### More questions?

Call The Standard's Absence Management Service Center at 833-878-9034.