

# Frequently Asked Questions for Managers

## City of Memphis



### Managing Employee Absences

These Frequently Asked Questions (FAQs) have been created to answer some of your questions about assisting your employees in reporting FMLA absences and how to access our Absence Management Service Center online.

#### How do employees apply for an FMLA leave?

Your employees will need to call The Standard to apply for an FMLA leave of absence or short term disability claim at 833-878-9034.

#### When should employees contact The Standard?

You should direct your employees to contact The Standard if they are absent from work, or know they will be absent from work due to any of the following reasons, but not limited to:

- Their own serious health condition (including pregnancy)
- To care for their child
- The placement of their 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 an employee's own military service
- For a work related injury or illness that prevents the employee from working
- Managers should initiate FMLA request on employee's behalf by calling The Standard after five days of notice of an employee's serious health condition.

#### How will I be notified my employee applied for FMLA?

After an employee initiates a request for time off under the Family Medical Leave Act (FMLA), you will receive an email notifying you that your employee has requested a leave of absence.

#### Who is responsible for notifying me of employee absences?

**The first step in initiating a Leave of Absence is for the employee to notify you of their need to take a leave.** The employee is then responsible for contacting The Standard. In addition, after initiating a request for time off under the Family Medical Leave Act (FMLA) and/or filing a claim for Short Term Disability (STD) through The Standard, you will receive an email notifying you that your employee has requested a leave of absence.

**Employees are always responsible for following the normal City of Memphis absence reporting procedures and notifying you of their absences. This includes employees on**

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**Intermittent FMLA, as they are responsible for contacting both their Department Manager (per your policy) and The Standard to report their absence.**

### How do I know if employee leaves of absence have been approved?

It will take approximately one week for The Standard to make a leave decision once the employee's completed claim application is received. As soon as this decision is made, you will be notified of the decision via email. In addition, you can access this information online.

### How do my employees report an intermittent absence?

When your employee misses time associated with an intermittent leave, they can quickly and easily report absences through either The Standard's self-service phone system or the self-service web portal, in addition to reporting the absence to you. Instructions for how to use this feature are included in the Employee FAQ.

### How will I be notified my employee is taking intermittent leave?

You will receive an email notifying you that your employee has requested an intermittent date under their leave of absence.

### How do I log in online?

Login at [www.standard.com/absence](http://www.standard.com/absence)

First-time users will need to create an account. A step-by-step guide on how to do this is available on the webpage, at the bottom of page under "Need Help?".

### What can I do online?

The following features are available through the website:

- Report a leave for yourself or your direct employees (this should generally be done by the employee, however, in the event the employee is unable to report their own leave, you are able to do it for them)
- View leave information and status for your direct employees
- Generate and view leave reports for your direct employees

### What Happens if the Employee Cannot Return to Work after their FMLA has Exhausted?

- When FMLA Benefits are exhausted the employee may require an accommodation under the Americans With Disabilities Act (ADAAA) in order to continue to be provided with job protected leave or a worksite accommodation. The Standard is the City's administrator for ADAAA services.

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- When the employee nears exhaustion of the 12 weeks of FMLA leave provided under the law, The Standard will reach out to the employee and inquire if they require ADAAA assistance to return to work or for additional leave time.

### More questions?

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