

## 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 MetLife.



### What is Family Medical Leave?

Family and Medical Leave (FML) provides eligible employees up to 12 work weeks of unpaid leave based on a 12-month rolling period to care for their own health or the health of a family member. To see if you meet the FML eligibility requirements, a review of your hours worked, and years of service will be completed by MetLife.

#### Q. Why is having Family Medical Leave (FML) coverage so important?

**A. It may help offer you a work/life balance to care for yourself or family member.** Eligible employees can take a certain amount of (unpaid) time off to deal with your own or a close family member's serious health condition without fear of losing your job.

#### Q. What are some reasons you can take FML leave?

**A. The FMLA provides job protection for absences related to:**

- Birth and care of a newborn child
  - Placement of a child via adoption or foster care
  - Providing care to a family member with a serious health condition
  - Providing care to a covered service member
  - Your own serious health condition, (including pregnancy and 3 consecutive sick days)
  - Qualified emergency arising from a family member on, or being called to, active military duty
- For all other absences, please follow the normal City of Memphis absence reporting procedures and notify your department head or manager.

**B. Who is responsible for notifying my employer regarding my FMLA absence?**

**A. It's your responsibility to follow the normal City of Memphis absence reporting procedures and to notify your manager of your absence.**

#### Q. How do you notify MetLife about an FMLA absence?

**A. You can submit your leave by:**

- Calling the Absence Management Solution Call Center at 1-833-622-0135; or
  - Visiting MyBenefits at [mybenefits.metlife.com](http://mybenefits.metlife.com)
- Note: First-time users will need to create an account. A step-by-step guide on how to register is available on your Total Rewards site.*

You're required to notify MetLife of any initial absences within 7 days of missing work. For ongoing intermittent absences, you're required to notify MetLife within 7 days of missing work.

#### Q. When I call to report my absence, what information will I need to provide MetLife?

**A. In addition to answering questions about your absence, you'll need to provide your:**

- Employer Name: **City of Memphis**
- Group Policy Number: **252623**
- Last day you were at work
- Reason leave is requested
- Physician's contact information (if applicable)

#### Q. How will I receive information about my leave status?

**A. You'll be notified of the initial decision via letter.** Also, you can check the status of your claim and/or leave by visiting [mybenefits.metlife.com](http://mybenefits.metlife.com)

MetLife will keep you informed on the status of your claim and will notify you of additional information that is needed.

#### Q. Where do I send the completed forms?

**A. If you're required to submit paperwork, please send it by:**

- Mail: MetLife  
PO Box 14590  
Lexington, KY 40511-4590
- Fax: 1-800-230-9531
- Upload: [mybenefits.metlife.com](http://mybenefits.metlife.com)

### More questions?

**Contact the Absence Management Solution Call Center at 1-833-622-0135.**

We're available Monday through Friday, from 8:00 a.m. to 11:00 p.m. ET.

## Family Medical Leave Act (FMLA)

### Q. How long does it normally take for an FMLA claim decision?

A. It'll take approximately one week to make a claim decision once your completed claim application is received. If we haven't made a decision within one week, you'll be notified as to why.

### Q. What is an intermittent FML or reduced leave schedule?

- A. FML 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.
  - **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.

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

A. You can report absences by calling the Absence Management Solution Call Center at 1-833-622-0135 or via MyBenefits.

Please follow the normal City of Memphis absence reporting procedures and notify your department head or manager.

### Q. What do I need to do in order to return from medical leave, personal leave of absence or FML for a family member?

A. Contact your MetLife claim representative and your Human Resource Department.

The information presented in this document is not legal advice and should not be relied upon or construed as legal advice. It is not permissible for MetLife or its employees or agents to give legal advice. The information in this document is for general informational purposes only and does not purport to be complete or to cover every situation. You must consult with your own legal advisors to determine how these laws will affect you.