

Managing Staff Leaves for Supervisors

Presented by: UC Human Resources and Sedgwick

Medical Center

UCI Human Resources
Empower People Success

Today's Presenters

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- Sedgwick Operations Manager
- Sedgwick Leave of Absence Team Lead

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- Sedgwick Accommodation Team Lead



Topics

1. How we partner with Sedgwick and Lincoln Financial to manage our employees leave of absences.
2. What to do if your employee expresses the need for a leave of absence.
3. What actions are needed from the Supervisor and employee during the leave of absence.
4. Reference Guides include mysedgwick, timecard coding, and more.

WHAT IS TIME AWAY FROM WORK?

A complementary set of programs that provide UCI employees with time away from work to recharge or recover.

Paid Time Off (Sick Time)

Bank of hours you can use to receive your pay during eligible time away from work.

ADMINISTERED LOCALLY

Long-Term Disability

Provides income protection if you become disabled and are unable to work for an extended period of time.

ADMINISTERED BY LINCOLN FINANCIAL GROUP



Time Away From Work

Short-Term Disability

During the first 26 weeks, unable to perform with reasonable continuity the Essential Functions of the employee's usual occupation at UCI due to an illness or injury, based on an approved medical certification

ADMINISTERED BY LINCOLN FINANCIAL GROUP

Leaves of Absence

FMLA, CA state leave laws, personal, military training, military active duty.

ADMINISTERED BY SEDGWICK

UCI and Sedgwick

UCI partnered with Sedgwick in January 2021 to support the administration of leave of absences and accommodation requests for Staff employees.

Staff Leaves (non-occupational)

- Continuous Family Medical Leave (FMLA/CFRA)
 - Consecutive days missed from work.
- Intermittent Family Medical Leave (FMLA/CFRA)
 - Occasional absences, sporadic or intermittent time away from work.
- Medical Leaves for Self
- Care for Family Member
- Pregnancy
- Parental Bonding
- Military
- Personal (non-medical related leaves)
- Accommodation
 - Restrictive Return to Work: Employee returns to work at limited capacity.
 - Reduced hours, Work Restrictions such as lifting, bending, push or pull, etc.
 - Continuous and Intermittent leaves when deemed ineligible for FMLA/CFRA.

Does not apply to Academics or work-related injuries

UCI & Lincoln Financial Group

UCI partners with Lincoln Financial Group to administer our employees' short-term and long-term disability claims for self medical leaves only.

Does not apply to accepted work-related injuries.

Sedgwick works directly with Lincoln Financial, however please advise your employees to always submit documentation to both parties to ensure timely processing of their leave of absence.

UCI Human Resources

Advises employee regarding pay options while on leave.

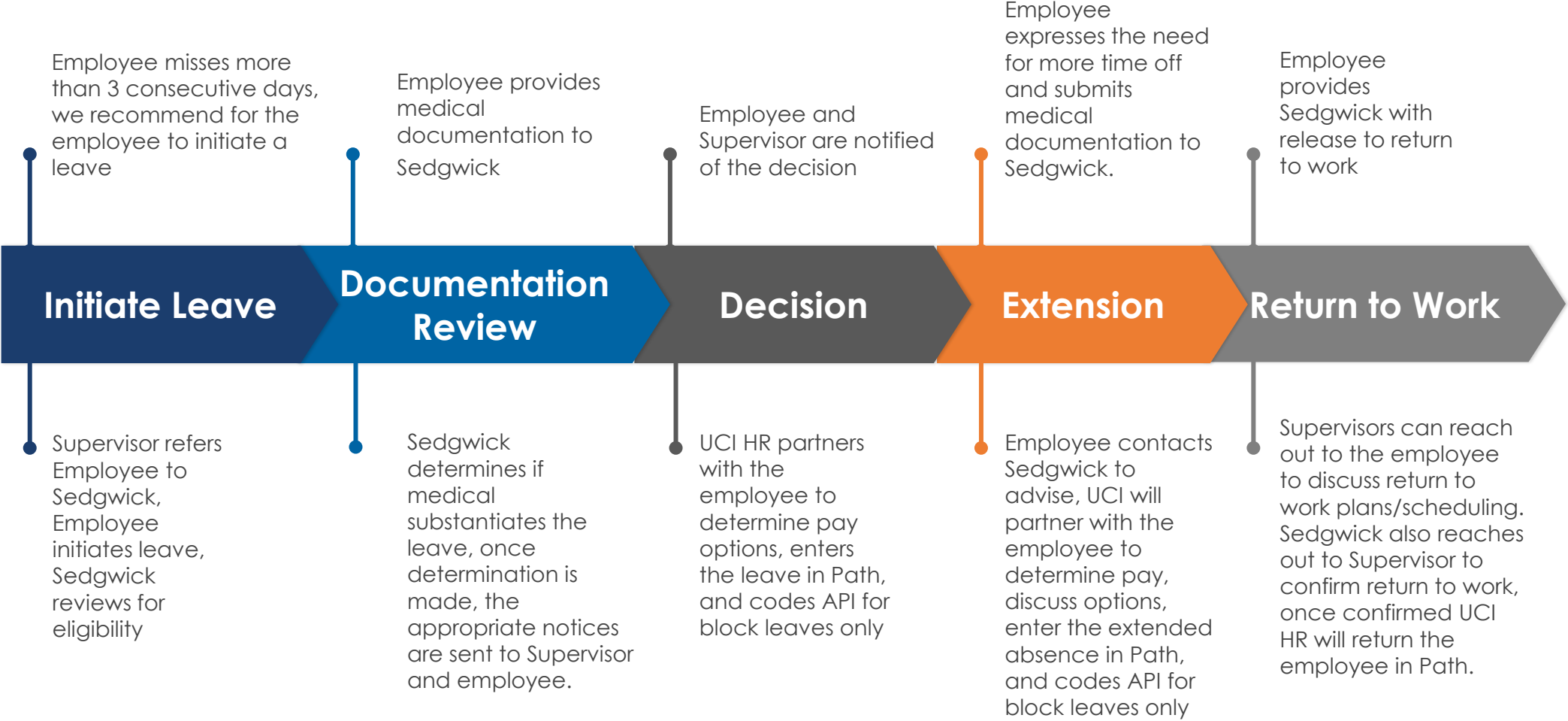
Discuss benefits while on leave without pay.

We enter and update the extended leave in Path throughout the leave.

We're the liaison between Sedgwick and Lincoln Financial.

Guide the employee and Supervisor through the leave process.

Leave Timeline



Reminders

In general UCI employees can use 3 consecutive sick days without contacting Sedgwick; anything beyond the 3 days, we recommend for a leave of absence to be filed with Sedgwick for all non-academic personnel. If you have any questions or need additional assistance, please reach out to the EEC for further guidance.

Once the employee initiates a leave of absence, you can view their leave details via mysedgwick.

If the employee is incapacitated or can not file a leave of absence with Sedgwick, please file new case via mysedgwick on their behalf.

For options around pay please have the employee reach out to their UCI Leave Analyst.

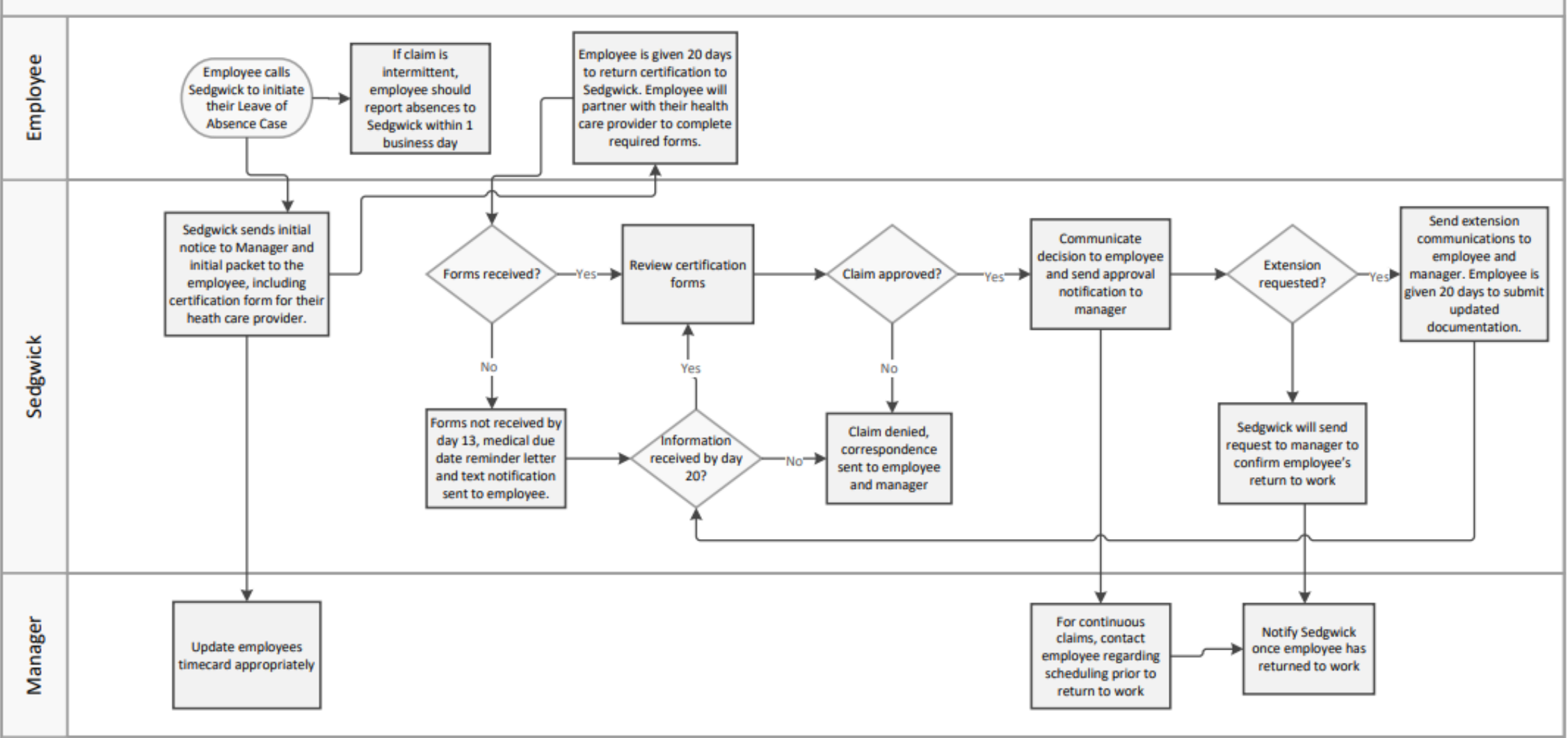
Block Leaves or Continuous Leaves: the employee's timecard will be updated by UCI HR team.

Intermittent Leaves: the employee and/or Supervisor will update the timecard accordingly. Recommend for the Supervisor to verify. Clarify the EE used the appropriate codes and report their absence to Sedgwick. Additional resource guides will be discussed at the end of the presentation.

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Any Questions?

Sedgwick's Leave Flow Guide



Leave Communications

Supervisor Communications

New Claim Email

Personal Leave of Absence **(ACTION REQUIRED)**

Intermittent Absence Reported

Clarification Requested Email

Approval Email

Extension Requested Email

Exhaustion Email

Denial Email

Confirm Return to Work Email **(ACTION REQUIRED)**

Closure Email

Survey Email **(ACTION SUGGESTED)**

All emails requiring action, will have ACTION REQUIRED in the subject line.

Be sure to check your spam and junk folders for any Sedgwick related emails.



Leave Communications

Employee Communications

Initial Packet

Medical Clarification Packet

1. If opted in, the employee would receive a text message as well.
2. This process involves a phone call to the employee.

Approval Notice

1. If opted in, the employee would receive a text message as well.

Exhaustion Notice

1. This process involves a phone call to the employee.

Denial Packet

1. This process involves a phone call to the employee.

Extension Packet

1. If opted in, the employee would receive a text message as well.
2. This process also involves a phone call to the employee, 7 days prior to the case end date.

Survey Email

During the initial claim intake, the employee is asked if they would like to receive their case communication via email or postal mail and what is their preferred contact method: either via phone or text message.



Intermittent Leaves and Reporting Absences

Absences can be reported 3 different ways.

- mysedgwick Portal:
 - <https://hr.uci.edu/sedgwick>
 - login with UCInetID and password
- Sedgwick's Interactive Voice Response System at 855-922-2152 and report the absence 24/7/365.
- Please call Sedgwick at 855-922-2152 and report the absence with a Sedgwick Representative 5am to 5pm PST M-F.

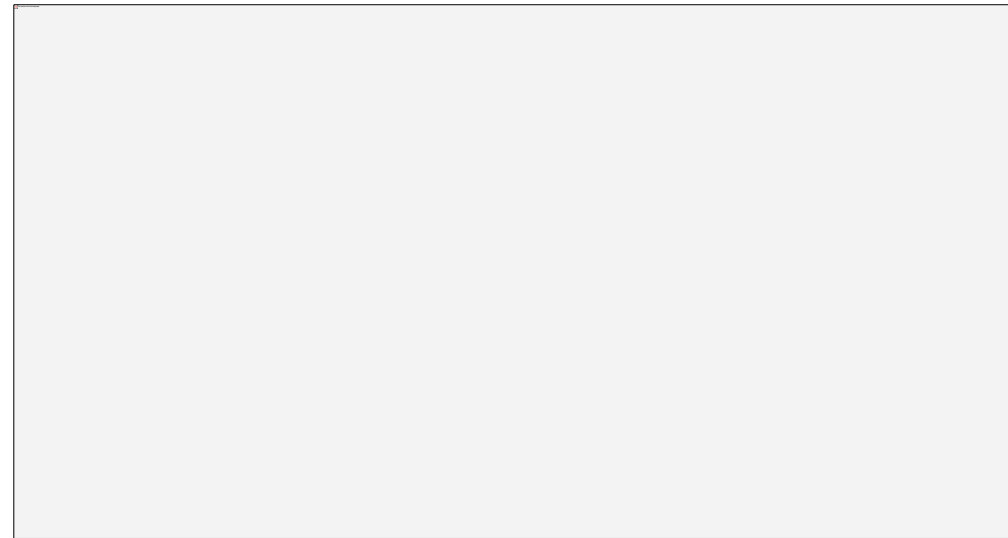
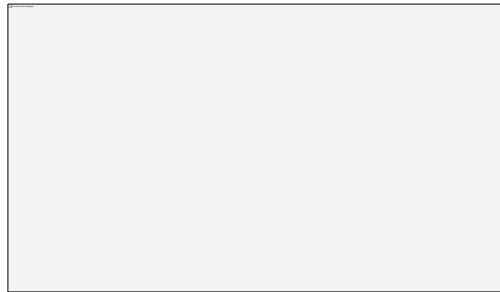
➤ Employees must follow their local call-in procedure. When the employee reports the absence to you, confirm if the absence is FML related to ensure their timecard is updated accordingly.

➤ Absences must be reported to Sedgwick within 1 business day from the absence date.

➤ Once an absence has been reported to Sedgwick, the Supervisor on record will receive email notifications indicating an absence was filed and the status of the absence(s). Please note sufficient medical documentation is required by the employee for Sedgwick to make their determination.

Timecard Coding for Intermittent Absences

- When the employee's intermittent certification is approved by Sedgwick, the Supervisor will enter the FMLA start date into API, this will allow the FMLA codes to be accepted in API.
 - In API under Employee section, click on the General Tab, and then click on the Parameters tab, enter the FMLA start date, and save. See screenshots below.

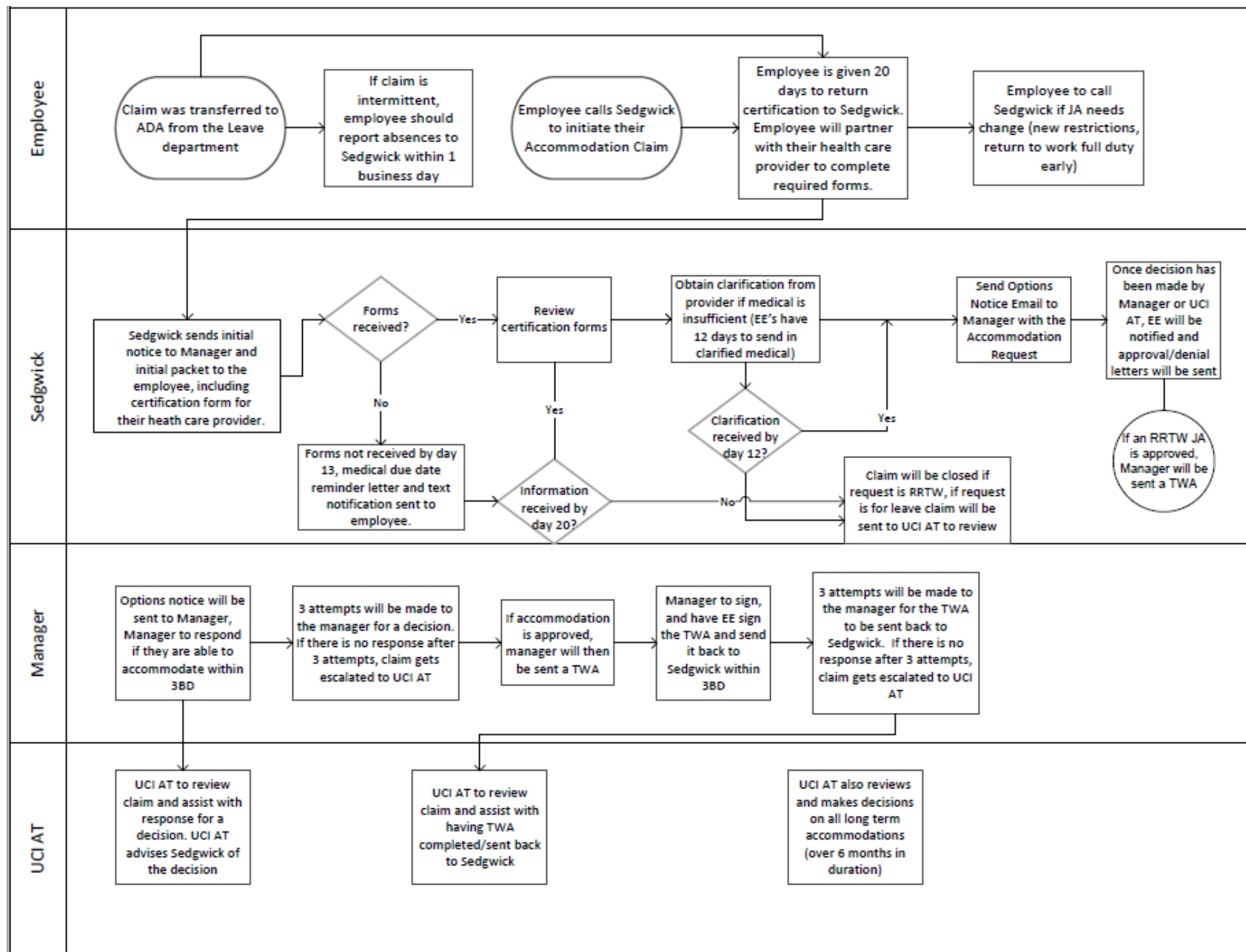


- The employee is responsible for entering the FMLA pay codes within their timecard.
 - I would recommend for the supervisor to verify the employee is reporting their absences correctly in API as well as to Sedgwick.
 - Please note it's imperative the employees are reporting their absences to Sedgwick, this ensures their FMLA absences hours are being deducted from their overall leave entitlement.
- If the FML codes are rejected by API; Supervisors, please ensure the FMLA start date was entered correctly.

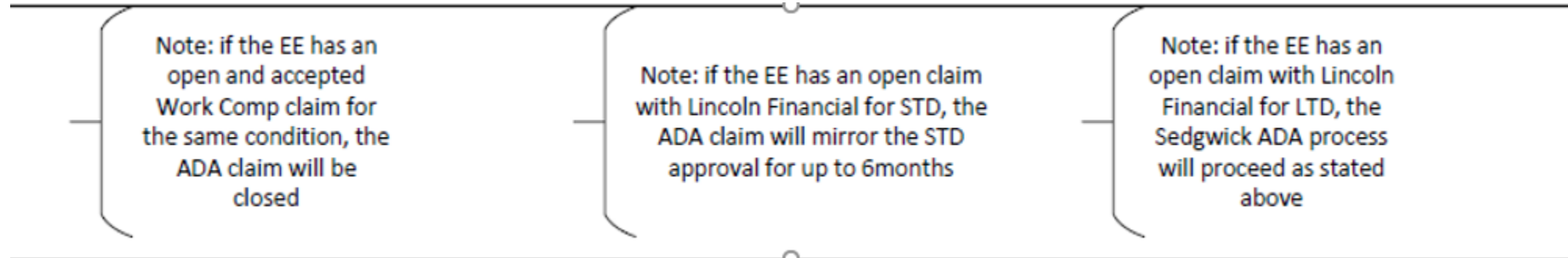
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Any Questions?

ADA Flow Guide



Sedgwick's ADA Flow Guide (cont.)



Note: If the Employee has an open and accepted Worker's Compensation case for the same condition, the Accommodation case will be closed.

Note: If the Employee has an open short term disability case with Lincoln Financial (LFG), the Accommodation case will mirror the STD approval for up to 6 months.

Note: If the Employee has an open long term disability case with Lincoln Financial (LFG), the Accommodation case will be processed as normal or as stated on previous slide. Accommodation cases do not mirror the long-term disability cases.



Accommodation Communications

Supervisor Communications

- New Claim Email
- Intermittent Absence Reported
- Clarification Requested Email
- Options Notice **(ACTION REQUIRED)**
- Case Approved Email **(ACTION REQUIRED for transitional work only)**
- Denial Email
- Extension Requested Email
- Return To Work Confirmation **(ACTION REQUIRED)**
- Closure Notice
- Survey Email **(ACTION SUGGESTED)**

All emails requiring action, will have ACTION REQUIRED in the subject line.

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Accommodation Communications

Employee Communications

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Denial Notice

- This process involves a phone call to the employee.

Extension Packet

- If opted in, the employee would receive a text message as well.
- This process also involves a phone call to the employee.

Closure Notice

- This process involves a phone call to the employee.

Survey Email

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UCI Accommodations

- Sedgwick and UCI partner to manage all Non-Occupational accommodations.
- UCI Disability Management will assist the department to determine if the department can accommodate the employee.
- If the employee can not be accommodated in their department, UCI Disability Management will attempt to locate an alternate location or temporary workplace adjustment that can accommodate the employee.
- UCI Disability Management coordinates with Sedgwick regarding unique cases that might be handled internally such as: work from home or special parking requests, just to name a few.
- UCI Disability Management will work with Sedgwick regarding leaves as an accommodation.

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Any Questions?

How to Initiate a Request with Sedgwick

mysedgwick Portal:

- <https://hr.uci.edu/sedgwick>
- login with UCInetID and password

Toll Free: (855) 922-2152

- Interactive Voice Response 24/7/365
- Service Center 5am to 5pm M-F
- Leave Specialists 6am to 7pm M-F

Opting into communications via text and email messaging is recommended

Some information to have available when initiating a request include:

- Reason for Absence (i.e., own medical, family medical, pregnancy, parental bonding, etc.)
- Contact Information
- Anticipated begin and end dates
- Intermittent or Continuous



Sedgwick Contact Methods

Employee and Supervisor Contact

- mysedgwick Portal: <https://hr.uci.edu/sedgwick>
- Please login with your UCInetID and password.
- The Communication Center within mySedgwick allows you to communicate directly with the Sedgwick case specialist.

Phone (855) 922-2152

- Interactive Voice Response 24/7/365

Fax to: (855) 800-5116

- Include Employee Name and ID number (if available).

Existing Claims Only

- Medical documents can be emailed to:
Claimdocuments@sedgwick.com
- Include Employee Name and ID number or claim number.

Supervisor Use Only

Questions, Concerns, or to Check a Case Status, email Sedgwick at:

UCIrvine@sedgwick.com

- Include Employee Name and ID number or claim number.

Sedgwick's Survey

- When Sedgwick closes a case, the assigned Supervisor and Employee will receive an email, see example on the following slide. The email instructs the Supervisor to complete a 7-question survey on their experience with Sedgwick and the handling their Employee's leave of absence or accommodation.
- It's vital we complete the survey; the results assist in identifying opportunities and successes within the processes.
- Note: the survey will come from a NoReply@SedgwickCMS

Sedgwick's Survey (cont.)



UCI Leave and Accommodation Program

6. We would like the opportunity to review the case and the service provided to you and your employee. Please provide us with the following information:

| | |
|-----------------------|----------------------|
| Name: | <input type="text"/> |
| Your Employee's Name: | <input type="text"/> |
| Claim Number: | <input type="text"/> |

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IMPORTANT: Be sure to add the employee's name and or the Sedgwick case number (Employee's name will suffice), this is the **only** way for Sedgwick to identify the case. Click done when finished.

UCI Leave and Accommodation Program

7. Please provide additional comments you may have regarding the service you received.



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Lincoln Financial Group



Reporting Your Disability Claim

The **University of California** Basic and Voluntary Disability plans is issued by Liberty Life Assurance Company of Boston, a Lincoln Financial Group company.

Lincoln Financial Group offers employees direct access to claims resources and information. You can easily report a claim and check the status of your claim through Lincoln Financial Group's dedicated secure website or by telephone. Please visit: www.MyLincolnPortal.com to access employee resources and online tools, as referenced below. (Si usted prefiere las formas en Español, por favor contacte al Departamento de Beneficios o prestaciones.)

When Do I Report a Claim?

Lincoln Financial Group is available 24 hours a day, 7 days a week. You may report a claim up to 30 days in advance of a planned disability absence (such as childbirth or prescheduled surgery) OR as soon as you are aware that you will be disabled due to illness or injury.

How Do I Report a Claim?

1. Contact your supervisor to report your absence.
2. Report your claim via www.MyLincolnPortal.com. First time users register by clicking on the "New User?" link next to the log in button on the top right-hand section of the page. You should use the Company Code **University** when setting up your access to this site.

Please have the following information available when you report your claim:

- Your physician or medical care provider's name, address, fax and telephone numbers
 - Your manager's name, telephone number and e-mail address
 - Reason you are out of work (diagnosis/symptoms)
 - Your last day worked, first day absent from work, and anticipated return to work date
3. Keep a record of your claim number. Reporting your claim online provides the added convenience of printing a claim report which includes your claim number and a summary of your claim details.
 4. In order to process your disability claim, you'll also be asked to sign and submit a medical authorization form to your doctor. Note: Lincoln Financial Group requires your physician to provide information about your medical condition. If this information cannot be obtained, benefits may be delayed.
 5. You may securely check the status of your claim online at www.MyLincolnPortal.com or by calling your Case Manager at **1-800-838-4461**.

UCI Support

Supervisor Contacts

- Consult with a Medical Center Benefits & Leave Analyst
 - Clara Yoo
 - Noreen Gaitan
 - Fern Ellis
- Consult with a Disability Management Specialist (Accommodations)
 - Jack Fitzgerald

Employee Contacts

- Employee Experience Center (EEC)
 - <https://eec.hr.uci.edu/>
 - 949-824-0500

Employee Experience Center (EEC)

<https://eec.hr.uci.edu/>

- Click on Employee Experience Center, see below



**Employee
Experience
Center**

**One-Stop
Employee
Support**
eec.hr.uci.edu
949.824.0500

ALREADY KNOW WHAT YOU NEED? Select a category to open a new case for problem resolution.



Featured Items



Benefits Administration



Employee Relations



Learning & Development



Leave and Disability
Administration



Onboarding



Payroll and Time
Reporting



Programs & Initiatives



Talent Management



UCPath



General



UCI Health

[Accommodation Inquiry](#)

[Catastrophic Leave Request](#)

[Leave Inquiry](#)

[Request for Accommodation](#)

[Request Leave of Absence](#)

[Workers' Compensation Inquiry](#)

Additional Resources

Please visit our HR Leave Page for additional resources such as:

HR Leave Page

- <https://www.hr.uci.edu/partnership/benefits/leaveadmin/>
- Upcoming Managing Staff Leave Training for Supervisors.
 - These will be held quarterly.
 - Schedule will be released in November.
- mysedgwick Training
- Multiple Resource Guides

UCLC – Learning Center

- Disability Management: Reasonable Accommodation
 - This course provides a review of the employee disability protections provided in both federal Americans with Disability Act (ADA) and California's Fair Employment and Housing Act (FEHA).

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Any Questions?