

Accommodation: Manager FAQ

- **Who is The UCI Leave Center, managed by Sedgwick?**
 - The UCI Leave Center, managed by Sedgwick, administers UCI leaves for the Federal Family and Medical Leave Act (FMLA), State of California leaves under the California Family Rights Act (CFRA) and Pregnancy Disability Leave Law (PDLL), company leaves offered by UCI, and Accommodation Requests.
- **What is the difference between Disability, Leave of Absence, and an Accommodation?**
 - Disability provides partial wage replacement while you are temporarily disabled due to your own serious health condition and unable to work.
 - A leave of absence approves you to be off work either through FMLA, CFRA, or through UC policy or collective bargaining agreement.
 - Accommodation claim helps qualified employees with a disability perform their essential job duties, provided such accommodations do not create an undue hardship for business operations. Examples may include, but are not limited to, leave of absence, (when the employee is ineligible for FMLA, CFRA leave), assistive devices, ergonomic equipment, modified non-essential duties because of restrictions or limitations temporary reduced work schedule, transitional alternate job assignments, or reassignment.
- **What happens if employee is not eligible or exhaust FMLA/State Leave?**
 - If the employee is out for their own medical condition, Sedgwick will refer the request over to the Accommodation team to continue processing the request.
 - If the employee is out to care for a family member, Sedgwick will refer the employee to speak with their manager for next steps. Sedgwick would not manage any accommodations for family related leaves.
- **What actions to take when you receive a new claim notice?**
 - No action is needed at that time, unless you already know you're able to accommodate then respond back to the email providing your decision. However please note the medical provider may recommend a different restriction than what was original discussed with the employee.
 - If the accommodations differ, Sedgwick will confirm you're still able to accommodate.
- **What to do while Sedgwick is waiting on medical documentation?**
 - The employee is given 20 calendar days to submit medical documentation. Once medical documentation is received and has been determined insufficient, Sedgwick provide the employee an additional 12 calendar days to submit sufficient medical documentation to support their request. Code timecards accordingly.
 - Sedgwick recommends staying in contact with the employee to discuss any changes to their leave of absence, accommodation, and/or their return to work plans.
- **What to do when you receive an Options notice?**
 - Be sure to review the business or department needs and provide your determination to Sedgwick within 3 business days from receipt of notice or as soon as possible to reduce any delays in processing the employee's accommodation request.

- **What to do if you're unsure if you can accommodate?**
 - Please discuss the accommodations with all managers in the department, review the business needs, review your department's/employee's schedules, as well as upcoming PTO to see if the business is able to accommodate the employee's request.
 - If you have any further questions, you can contact your Disability Management Specialist.

- **What to do if your employee's accommodation request is for work restrictions only, and you're able to accommodate?**
 - Once the accommodation approval has been processed, you will then receive a Transitional Work Agreement (TWA) form that requires immediate action.
 - Please work closely with the employee to obtain their signature along with the reporting manager's signature.
 - Be sure to review the whole document and complete the TWA form in its entirety. Then return the completed form to Sedgwick within 3 business days of receipt of notice or as soon as possible.

- **What to do when the Continuous Leave Accommodation is coming to an end:**
 - *If the employee returns to work full duty from their continuous leave of absence:*
 - Advise Sedgwick of their Full Duty Return to Work Date
 - Place employee on the work schedule as normal
 - *If the employee indicates they are returning to work with restrictions:*
 - If the employee returns to work with restrictions or light duty be sure to inform Sedgwick. Be sure to advise the employee that updated medical documentation is needed to support the restrictions.
 - If the employee provided medical documentation to you, please email (claimdocuments@sedgwick.com or UCIrvine@sedgwick.com) the medical information to Sedgwick as well.
 - Sedgwick will then update their system accordingly and will follow-up with the employee to advise of next steps.
 - Sedgwick will communicate all updates to UCI.

- **What to do when work restrictions are coming to an end:**
 - *If the employee does not need an extension on their work restrictions:*
 - Advise Sedgwick of their Full Duty Return to Work Date
 - Place employee on the work schedule as normal
 - *If the employee advises an extension of their work restrictions is needed:*
 - Refer the employee to Sedgwick so they can initiate the accommodation extension process, or you can also notify Sedgwick via email to expediate the extension process.
 - If the employee provided medical documentation to you, please email (claimdocuments@sedgwick.com or UCIrvine@sedgwick.com) the medical information to Sedgwick as well.
 - Once Sedgwick is informed of the extension request, or receives the emailed medical documentation, Sedgwick will move forward with the extension process.
 - Sedgwick will then update their system accordingly and will follow-up with the employee to advise of next steps.
 - Sedgwick will communicate all updates to UCI.
 - Which would include the completion of the Transitional Work Agreement (TWA)

You can access your employee's claim information 24/7 at <http://hr.uci.edu/sedgwick> or by calling Sedgwick at (855) 922-2152.