

LEAVE OF ABSENCE

Frequently Asked Questions

Filing a Leave of Absence

What are the different types of Leave?

Leave Type	Benefit and Maximum Duration	Eligibility
FMLA	up to 12 weeks job protected leave Qualifying Reasons: care for self, parent, spouse, or child with serious health condition; birth of child; adoption/foster care placement; 26 weeks military exigency/caregiver	12 months employment, 1250 worked hours during 12-month period before requested leave start date
Non-FMLA	up to 12 weeks leave at the discretion of FMOLHS for employee's medical condition	Upon Hire
Louisiana Pregnancy Leave	6 weeks with consideration of additional time upon submission of supporting documents in accordance with state leave regulations	Upon Hire
Personal	up to 4 weeks leave at the discretion of FMOLHS	6 months of employment

What are the Frequencies of Leaves?

- **Continuous:** Single period of incapacity of more than 3 consecutive calendar days
- **Intermittent:** Leave in separate blocks of time for a single qualifying reason while the employee is still working.
- **Reduced Schedule:** Leave that reduces the number of worked hours per workday or work week for a specified time frame.

When should I request a Leave of Absence?

A team Member is required to apply for leave if unable to work or is incapacitated for more than 3 calendar days. This applies to full time, part time, and PRN Team Members.

What am I required to do if I need a Leave of Absence (lasting more than 3 calendar days)?

- Notify your manager of the requested leave dates.
- Register/log in/complete request in My Lincoln Portal mylincolnportal.com (Company Code: FMOLHS)
- Complete, electronically sign, and submit any requested employee forms. Have your healthcare provider complete the certification forms, if required.
- Return all required leave documentation to Lincoln within the provided deadline.
- Contact Lincoln and your manager with changes in dates of leave or return to work date.

Where can I find the FMOLHS leave policies?

Visit the policies portal on TeamLink for the policies and more information on taking a leave of absence. It is recommended that you review the Leave of Absence page on the TeamLink HR Hub.

How do I request or start a leave case?

You can request a leave by:

- contacting the Lincoln intake phoneline: (800) 548-0305 Monday through Friday between 7am to 7pm CST.
- submitting on-line through Lincoln's secure website, mylincolnportal.com available 24 hours a day, 7 days a week. Company Code ID – FMOLHS

How do I register with MyLincolnPortal?

If you do not already have an account, go to mylincolnportal.com and click the *Register For An Account* button. Then enter “FMOLHS” as the company name and complete the form. It is recommended to provide a personal email address when creating an account so that important information is relayed timely.

If you have previously created an account and are unable to log in, click the *Forgot Username Or Password* button and enter your username. Once the password reset has been activated, a password reset email is sent to the email address associated with the account. Please be sure to check your spam folder.

Am I eligible for leave or Short-Term Disability benefits if out of work due to a worker’s comp injury or illness?

If you are out of work due to a work-related injury or illness, you should still apply for a leave of absence. However, Short Term Disability Benefits will not be paid for a disability that is covered under Worker’s Compensation or is due to a job-related injury or illness.

Correspondence and Decisions Regarding my Leave of Absence Request

How will I receive communication and updates regarding my leave?

You will receive correspondence and documents per the method you selected during your initial leave request. You can include any additional email addresses during the Leave of Absence intake process. You are responsible for regularly checking email for important updates or requests for information. Updates to communication preferences can be submitted to a Lincoln Case Manager.

Can I receive text notifications?

You can opt-in to text notifications during the leave intake process. It is recommended to opt in to receive timely reminders from Lincoln. If you do not initially opt-in to text notifications, you can enroll at a later date by contacting your Lincoln Case Manager.

How do I change my communication preferences with Lincoln in MyLincolnPortal?

You can change your communication preferences in MyLincolnPortal.

- To update phone or text notifications, go to the *Welcome* drop-down, and choose *Alerts & Notifications*. It is recommended that you turn *Text Notifications* on. Click on *Edit* to change or add your mobile phone number.
- To update, add, or change email preferences, go to *Profile Information* on the *Welcome* drop-down. Enter your information and ‘save changes’.

How do I submit documents to Lincoln?

It is preferred that you upload documents via MyLincolnPortal to assure timely review. If you are unable to upload documents, they can be sent by fax or email.

What if I miss a document deadline?

If documents are not returned timely by document deadline:

- Your leave may be denied; and
- It may affect the use of benefit time.

When will I receive a decision on my leave request?

A decision will be made within 5 business days of receipt of all required documentation.

What happens if the leave, including intermittent episodes is denied?

If the leave is denied, the team member's absences may be subject to the attendance policy. Team members should discuss next steps with their manager and employee relations when a leave period is denied.

What do I do if my leave dates or return to work date change?

Contact Lincoln and notify your manager with any changes in dates of leave or return to work date. Leave extensions for a medical reason will require updated medical documentation.

While on Leave of Absence

What actions are required by me while out on leave?

- While on leave, notify your manager and Lincoln of any changes in leave dates or return to work dates.
- Timely submit any additional documentation as requested. You are required to submit any request for information timely according to the due date provided by Lincoln.
- Contact Lincoln before the end of your current approved leave period to confirm the return-to-work date or submit a request for an extension if needed.

What is the Intermittent Leave Notification Process?

If approved for intermittent leave, for each intermittent leave episode, follow the below process for each intermittent leave episode, unless otherwise instructed by Lincoln or your manager:

- Team Members **MUST** call in to their department at a minimum of two hours prior to the start of the scheduled shift or per department call-in policy. For sudden flare-ups where advance notification is not feasible, provide notification as soon as the absence is known.
- Team Members **MUST** notify Lincoln within 24 hours of the episode by phone or email is required.

Benefits While on Leave of Absence

Will I continue to accrue PTO while on leave?

- Team members on FMLA, Intermittent, Military, and State Pregnancy leave will continue to accrue benefit time while on leave.
- Team Members on Non-FMLA Medical and Personal leave will not continue to accrue benefit time while on leave.

How do I make benefit changes while on leave?

Your access to Oracle Employee Self Service will remain. If you need to submit benefit election changes, you can Report a Life Event in your Oracle Employee Self Service Benefits portal, which can be accessed from Work or Home:

<https://eqtm.login.us2.oraclecloud.com>

How do I add my newborn to my coverage?

To add a newborn to your FMOLHS benefits, open a Birth of a Child life event through Oracle and submit the supporting documentation. This must be completed within 30 days of the birth of the child. For additional assistance, please contact askHR.

Can I cancel my benefits while on leave?

If approved for FMLA ONLY, you have the option to discontinue your health care and dental coverage while on approved FMLA leave. If you wish to discontinue your health and/or dental coverage, please contact askHR.

If you discontinue health or dental benefits while on FMLA, you must request reinstatement upon the conclusion of FMLA leave by contacting AskHR. If you are unable to return to work when FMLA entitlement has exhausted, you forfeit the right to reinstate insurance until next Open Enrollment.

What happens to my benefits while on leave?

FMOLHS will continue to provide group benefits under the same conditions as currently received. Employees are obligated to pay current benefit contributions each pay period if there is not compensation to cover contributions. Failure to pay benefit contributions will result in the cancellation of benefits. Please call askHR to inquire about and pay benefit contributions at (833) 482-7547.

How will I know what I owe for benefits while on Leave of Absence?

If benefit contributions are owed while on leave, you will receive an email after each paycheck date indicating your balances due and instructions for payment via credit or debit payment with askHR.

What happens if I am unable to pay my portion of benefits premiums while on leave?

If you are unable to pay contributions, please respond to the emailed benefit invoice by contacting askHR to request consideration of a payment arrangement.

How do I pay for my benefits premiums while on leave if I do not receive a paycheck?

Call askHR to submit a credit or debit payment for contributions each pay period.

What if I return to work with unpaid premium arrears balances?

If you return from leave with arrears or unpaid benefit contributions, FMOLHS will deduct from paycheck(s) any arrears or benefit contributions not paid. The full amount of arrears or unpaid contributions will be deducted from your next paycheck and, if a paycheck is not of sufficient amount to cover the balance due, it will be deducted from the next payroll period. Such deductions will continue until the unpaid sum is satisfied.

Compensation While on Leave of Absence

How will get paid while on Leave of Absence?

Approved leave does not provide income replacement. Approved disability and/or available benefit time will determine what form of payment you receive while on leave of absence.

- Team Members are required to use available benefit time (e.g. PTO, ATO, HOL) while on leave.
- Unpaid leave will occur if all benefit time is exhausted.
- Legacy EIT is managed by Lincoln as an offset to your Short Term Disability, if approved. EIT must be exhausted before short term disability is paid
 - Can only be used for the team member's own illness.
 - Can be used after 24 hours of PTO is used; unless the team member is inpatient, or absence is due to an approved work injury or illness.
 - Must be exhausted before use of approved short term disability benefit.
- **Short Term Disability (STD)** is a short term income replacement fully funded by FMOLHS.
 - Eligible after 90 days of employment in a benefit eligible position.
 - Available to .5 FTE through 1.0 FTE.
 - Benefit pays up to 60% of base compensation for a maximum of 12 weeks.
 - 7 consecutive day elimination period applies before benefits are payable.
 - Approval for both leave and disability is required for benefits to be payable.
 - Requires use of available benefit time to supplement the other 40% of base compensation.
 - Benefit is reduced by "other income" such as retirement, SSDI, and other disability income.

- Approval of your leave and disability is required for benefits to be payable beyond day 14. These approvals are determined by Lincoln after reviewing your eligibility and documentation submitted by you and/or a healthcare provider.
- After Lincoln has approved a disability claim, payment amounts are sent to FMOLHS by Lincoln following the close of the pay period and loaded directly to Oracle for payment on the regular paycheck. Please note that Short-term Disability and/or EIT hours approved in the current pay period will not show on the timecard in KRONOS as they are loaded directly into Oracle for payment.
- Payments will continue to be paid on the standard biweekly check until the end of the approved disability pay period. Once the disability approval period ends, the source of additional payments while on leave will come from available time off benefits such as PTO, ATO, Holiday, etc. Short Term Disability approval dates may differ from your leave approval dates.

If my leave is denied, am I still eligible for Short Term Disability benefits?

FMOLHS policy states the following:

- No Short Term Disability benefits will be paid during any periods where Leave of absence has been denied.
- No Short Term Disability benefits will be paid during any periods where disability is covered under a worker's compensation plan or similar law and/or is due to a job-related injury or illness.
- Successive unrelated leave periods will only be paid when the team member continues as an active team member.

If my leave is approved retroactively, how will I receive payment?

Should short term disability benefit be approved for a previously closed pay period, Lincoln will notify AskHR, who will then provide information to payroll to process the disability payment. The approved disability hours for STD or EIT will not be visible in Kronos as it is paid directly through Oracle. Please allow 1-3 pay periods for retroactive disability payments to reflect on your paycheck.

Who makes entries to my timecard while on leave of absence?

- AskHR manages regular leave time entries for accrued benefit time on the timecards.
- You may see leave PTO/holiday/unpaid/etc hours listed on one day during a work week.
- Disability payment information will be sent from Lincoln to FMOLHS for payment. Please note that STD/EIT hours approved in the current pay period will not show on the timecard in KRONOS but will be applied to your paycheck.
- Please review the blue comment bubbles for additional information regarding a timecard entry.
- Retrospective short term disability approvals will be updated through a payroll correction process handled by AskHR and the payroll team.

When can I expect payments while on leave?

Below is an example of the estimated payment dates for a disability claim approval made between 12/31/2023-1/13/2024.

Disability Approval	Paycheck
Disability approved in the current pay period (ie: pay period 12/31/2023-1/13/2024)	Paid on the regular cycle check for that pay period. (ie: 1/19/2024)
Disability approved for a future pay period	Paid on the regular cycle check for that pay period.
Disability approved for a past pay period (ie: 12/17/23-12/30/23)	Retrospective payments will be made within approximately 3 payroll cycles

Returning to Work

What is the process when ready to return to work?

The return-to-work date indicated on the initial approval notice is an estimated return to work date. If you need to extend your leave past this date, please contact Lincoln's leave administration team to discuss the documents needed for an extension and notify your manager of the change.

If your treating healthcare provider has cleared you to return to work, please follow the steps below:

- Notify your manager and Lincoln 1-2 days PRIOR to returning to work
- For Team Member illness, within 1-2 days prior to returning to work present medical release to Employee Health 1-2 days PRIOR to returning to work. This release should be obtained from your healthcare provider.
 - Team Members are NOT permitted to return to work until released by Employee Health if out for his/her own illness.
 - It is recommended that if you are returning to work with restrictions, submit your work release 2-4 days prior to your release date to allow time for the interactive discussion process to take place and an accommodation be reached.
- For illness of family member, you do NOT need to notify Employee Health. Notify your manager and Lincoln 1-2 days PRIOR to returning to work.
- Report back to work as scheduled once cleared by your health care provider and employee health.

How is my employment status in Oracle and FMOLHS information systems updated?

Lincoln sends information daily to FMOLHS for updating your Oracle status when a leave is initiated, or an approved leave has ended. Please be sure to update your Lincoln case manager of your return-to-work status as soon as possible. Upon receipt of your updated status, Lincoln will update your case and send an updated status to FMOLHS.

If you have contacted Lincoln and been cleared by employee health, please allow a few days for Oracle to update. If your leave case is missing documents or is not yet approved, may see additional delays in Oracle status updates. If there is still an issue with your Oracle status 3 days after you return to work and your leave period was approved, please contact AskHR for further review.

Within a few days after your status in Oracle is updated, logins to other FMOLHS systems will update as well.

Who Do I Contact for Assistance?

- Lincoln Financial Leave and Disability Claims regarding your leave case
 - Phone: (800) 548-0805
 - Monday – Friday from 8 a.m. – 10 p.m. EST
(after business hours messages can be left on the secure voicemail line. Be sure to include your name, employee ID, best contact number, and reason for the call)
 - www.mylincolnportal.com
(company code: FMOLHS)
- FMOLHS askHR for general leave inquiries
 - Phone: (833) 482-7547
 - askhr@fmolhs.org
 - additional information can be found on [TeamLink Leave of Absence](#) page