



## Questions & Answers on Leaves of Absence Administration and CareWorks Absence Management

### 1. Do I have to call CareWorks Absence Management each time I am absent?

If you are or expect to be absent for more than three (3) working days due to a Leave of Absence qualifying reason, **YES**, you must contact CareWorks Absence Management as soon as you know of the absence. Once you are approved for a defined period of leave, you need not call in except if the expected duration of your approved leave changes.

If you are on approved **INTERMITTENT Family Medical Leave**, you are expected to call CareWorks Absence Management each time you are absent for approved intermittent FML.

If you are absent from your job for reasons not related to your Family Medical Leave of Absence (i.e. child care issues {non-military related}, car won't start, or a onetime brief illness that does not qualify for a leave of absence) you are not required to call CareWorks Absence Management. When in doubt, please call CareWorks Absence Management and they will instruct you appropriately.

### 2. What if I do not call CareWorks Absence Management?

If you do not contact CareWorks Absence Management to report your qualified Family Medical Leave of Absence, you may experience a delay or denial of your leave. Approval of accrued leave does not initiate an approved family medical leave.

### 3. Should I still call my supervisor if I am unexpectedly absent from my job?

Yes, any time you are or expect to be absent from your job, you still need to call your supervisor so your time off is properly accounted for and your department can make arrangements for your job duties.

### 4. I understand my own physician provides medical certification to substantiate my Leave of Absence. Can CareWorks Absence Management override my physician's statement?

CareWorks Absence Management will not override your personal physician's statement; however they may ask your physician for additional or clarifying information in order to approve leave time based on the qualifying condition(s).

### 5. Whose responsibility is it to ensure all the paperwork is completed?

It is ultimately the employee's responsibility to make sure the paperwork is completed by your health care provider and returned to CareWorks Absence Management prior to the applicable deadline.

### 6. I received a medical release form in my CareWorks Absence Management packet. Do I need to sign this form in order for my leave to be approved?

Signing the provided medical release will assist CareWorks Absence Management in obtaining the necessary medical information from your provider to make a determination on a claim with little or no delay. Signing the release is optional to you and is intended to expedite the leave approval process.

## 7. Who do I return the completed medical certification forms to?

Either you or your health care provider should return forms to CareWorks Absence Management via mail or fax. Medical forms are not to be returned to Human Resources or supervisor.

## 8. Do I have to submit a doctor's note each time I take intermittent FML?

No, unless you exceed the frequency and duration as previously approved by CareWorks Absence Management. Should you exceed the frequency and duration of leave or the circumstances of your leave changes, you may be asked to provide additional medical certification.

## 9. Can I take FMLA in less than whole day increments?

Yes, FMLA can be taken in whole days, half days, hours or 15 minute increments.

## 10. How often do I have to re-certify for a lifelong condition?

Generally, every 6 months unless the circumstances surrounding your need for leave changes (i.e. you exceed the frequency and duration previously certified by your health care provider).

## 11. Why has College of the Mainland decided to outsource the administration of Family Medical Leave and Americans with Disabilities Act Amendments Act of 2008 (ADAAA)?

- To assure compliance with increasingly complex federal regulations and tracking requirements.
- To better manage College of the Mainland's leave of absence policy with a more efficient and streamlined process.
- To protect the confidentiality and integrity of the medical information necessary for the administration of leaves of absence.
- To assure employees are returned to their job duties promptly and with full release from their physician if applicable.

## 12. What are the hours we can call CareWorks Absence Management?

You can call CareWorks Absence Management 24 hours a day, 7 days a week (1-888-436-9530). During CareWorks Absence Management's call center hours of 8:00 a.m. to 8:00 p.m. EST weekdays, you will speak to a leave application intake representative. After hours and on weekends, you have the opportunity to leave a voicemail message and expect a return call within 24 hours or you can be transferred to CareWorks Absence Management's answering service that will take your call and instruct the leave intake representative to return your call within 24 hours.

## 13. Where is CareWorks Absence Management located?

CareWorks Absence Management's headquarters are located in Dublin, Ohio, a suburb of Columbus. All calls will be answered by someone in Ohio.

## 14. Is my medical information secure with CareWorks Absence Management?

Yes, CareWorks Absence Management is HIPAA compliant and will maintain the privacy of your medical information. In addition, CareWorks Absence Management does not have access to your entire medical record. They only request supporting medical information to substantiate the reason(s) for which your physician has indicated you need to be absent from your job and/or work a reduced work schedule or transition duty.

## 15. Who do I contact with questions about my FML or ADAAA application or whether I am qualified for FML/ADAAA?

Contact CareWorks Absence Management at 1-888-436-9530. Our Employee Portal provides you with secure access to all your leave documents and information. Visit <https://timeoff.careworksabsence.com> to register for access or call our customer service team at 1-888-436-9530.