PROCESS for INTERMITTENT LEAVE of ABSENCE

**Employee**

1. Identifies need for leave of absence.

2. Files a request with The Standard, 203-432-5552, option #4

3. Conducts intake, determines eligibility, sends medical certification.

4. Brings medical certification to provider and submits paperwork to The Standard. Provider may fax paperwork to The Standard. Fax: 866-751-5174

5. Reviews claim and issues approval or denial.

6. Communicates decision to the employee and the manager.

7. Receives email and/or hardcopy letter with approval parameters. Receives phone call and hardcopy letter for denials.

**The Standard**

1. Identifies need for leave of absence.

2. Notes request from employee.

3. Conducts intake, determines eligibility, sends medical certification.

4. Receives email from absence@standard.com confirming that a leave request has been submitted.

5. Reviews claim and issues approval or denial.

6. Communicates decision to the employee and the manager.

7. Receives email of decision – approval or denial from The Standard. (SBP c’d on email)

**Manager**

1. Identifies need for leave of absence.

2. May reach out to Human Resource Generalist with questions.

3. Reviews claim and issues approval or denial.

4. Communicates decision to the employee and the manager.

**After Initiating a Leave of Absence**

**Manager**
- Uses online portal as needed. www.standard.com
- Maintains documentation regarding absences.
- Raises questions to HRG about leave usage, as needed.
- Adds pay to Kronos using Quick Leaves Editor for absences.
- If no email is received from The Standard confirming employee’s requested intermittent absence, remind employee of their obligation to report time.

**Employee**
- Notifies manager of absences, and logs time with The Standard (by phone or online) within 24 hrs
- Requests new FMLA paperwork to renew expiring leave, if applicable.

**The Standard**
- Tracks time as reported by employee.
- Sends employee new paperwork, if the leave renewal is requested by employee.
- Re-certifies leave, if circumstances significantly change.