



# BASIC's Administration Demo: A Proven Way to Reduce or Eliminate the Risks Associated with FMLA

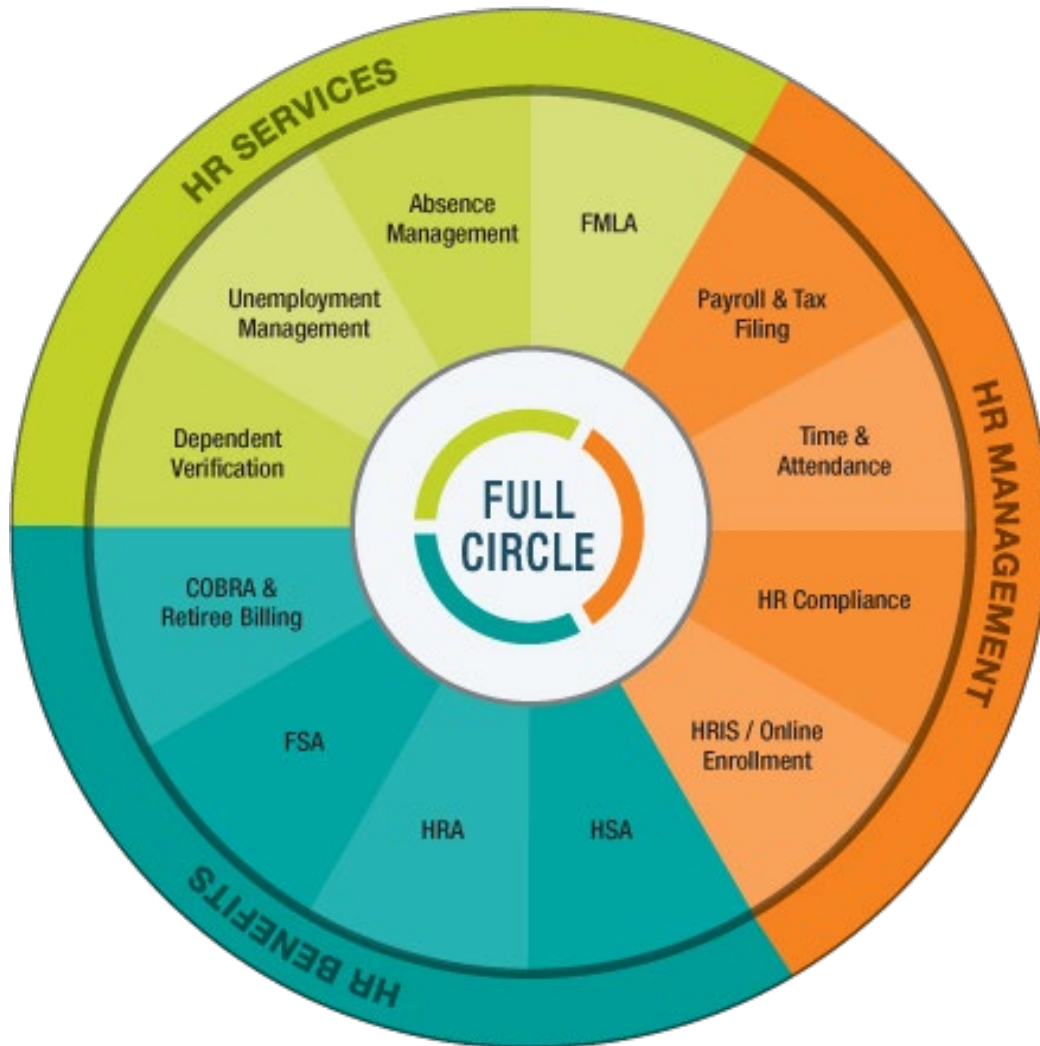
Presented by: Matt Steffic, Regional Director



- HR Benefits
- HR Management
- HR Services

We're proud to offer a full-circle solution to your HR needs. BASIC offers collaboration, flexibility, stability, security, quality service and an experienced staff to meet your integrated HR, FMLA and Payroll needs.

# HR Solutions Come Full Circle



HR solutions should be simple.  
**Keep it BASIC.**

BASIC's integrated HR solutions come full circle for employers nationwide. Consistently recognized as an Inc. 5,000 Fastest Growing Private Company, our expertise allows you to control costs, manage risks and improve staff focus and effectiveness.

# Outsourcing FMLA



- **Approximately 34% of employers now utilize a third party for leave administration.**
  - Reduction in administrative burden
  - Consistent tracking of intermittent leaves
  - Decline in leave events and abuse
  - Accurate record keeping
  - Transfer of risk and liability
    - HIPAA
    - Recognizing ever changing FMLA rules
    - Non biased administration
    - State Leaves

# Outsourcing FMLA



**Outsourcing of FMLA Administration is Growing -**  
over **25% increase** is the last 24 months

1

## Avoid Litigation

BASIC's FMLA Service will help you avoid costly litigation, which averages **\$78,000**

2

## Avoid Costly Judgements

Reduce the likelihood of costly judgements which can exceed **\$1,000,000**

3

## Reduce Payroll Cost

Failure to track employee absences can cost companies up to **7% of Payroll**

4

## Reduce Your Risk

BASIC handles all aspects of your FMLA administration to the **highest of standards & letters of the law**

5

## Reduce FMLA Abuse

Reduce the likelihood of **employees taking advantage of the Friday Monday Leave Act**. With FMLA abuse on the rise, employers are turning towards complete absence management outsourcing

# 5 Common FMLA Mistakes



## Not Recognizing FMLA



### **SOLUTION**

BASIO certified case managers, supervisor training and BASIO's IVR line with Absence Management help alleviate this burden off employers

## Direct Manager Involvement



### **SOLUTION**

The BASIO Dashboard allows managers to see FMLA approvals and denials excluding any medical condition

## Certification Assumptions



### **SOLUTION**

BASIO utilizes a two-step claim process, clarification and authentication, in order to reduce the risk of inaccurate approvals

## Failure To Track FMLA Time Properly



### **SOLUTION**

BASIO handles every type of FMLA plan year and is also able to incorporate State FMLA leaves and company leaves

## Terminations Without Consideration



### **SOLUTION**

BASIO assumes the task of notifying employees the amount of FMLA time being applied and remaining

# #1: Not Recognizing FMLA



- Misconception that employee has to request FMLA specifically.
  - Manager training
  - BASIC account manager available for employers
  - BASIC IVR line with Absence Management take this burden off the employer
  - BASIC IVR also automatically sends notification of FMLA rights direct to employees

8.5

The average number of absences taken by US workers a year

## #2: Direct Manager Involvement



- It is unwise to have direct manager involved in the certification process due to the medical information in the certification forms.
- The BASIC Dashboard allows managers to see FMLA approvals and denials excluding any medical conditions. Keeps the manager in the know without breaking confidentiality.

HIPAA

HIPAA Violations can Result in Million Dollar Settlements!



# #3: Certification Assumptions



- Failure to grant FMLA leave because of misunderstanding of what qualifies as a “serious health condition.”
- BASIC utilizes the following in order to reduce the risk of inaccurate approvals.
  - Two-step claim process.
  - Clarification and Authentication.
  - 2<sup>nd</sup> and 3<sup>rd</sup> opinion.
  - Nationally recognized labor attorney on retainer.





## #4: Termination without Consideration



- Failing to notify employees that leave counted towards FMLA.
- BASIC assumes the task of notifying employees that FMLA time is being applied.
- Using the BASIC Dashboard supervisors are able to quickly see if FMLA applies to an unscheduled absence.



# #5: Failure to Track FMLA Time Properly



- BASIC handles every FMLA plan year and is also able to incorporate State FMLA leaves and company leaves.
- Using the BASIC Dashboard board you are able to view employees FMLA usages 24/7.
- BASIC has many different reports that can be broken out by location and/or department to show trends and usage.



# BASIC's Solution: Offers Multiple Tiers of Service



## FMLA Fundamentals

*(small companies)*

- Sample FMLA employer policy
- Posting requirements
- Mandatory Notices
- DOL FMLA Certification Forms
- Quick Reference Guides
- FMLA In-House Audit/Checklist
- Comprehensive FMLA Q&A
- Online Support from BASIC's FMLA experts

## FMLA Ease

- Policy Review & Consultation
- All FMLA Notice & Document Distribution
- Eligibility & Entitlement Calculations
- Full Certification Support
- Comprehensive Reporting
- Manager Training
- Authentication and clarification
- Federal and state compliance
- 24/7 access to FMLA Dashboard
- Coordination with STD and Workers Comp

# BASIC's Solution: Offers Multiple Tiers of Service



## FMLA Ease Plus

- Interactive Voice Response (IVR) system, giving employees access to an automated 24/7 toll-free number to track their FMLA absences.
- Real time absence communication with immediate notification to supervisors.
- Direct capture of FMLA planned & unplanned absences
- Leave coordination with payroll data

## Option for Absence Management

- IVR system can be used for all planned and unplanned absences.
- Provides consistent, accurate reporting of all absences.
- Real time communication to supervisors.



# Summary



- BASIC has proven expertise to help you manage FMLA
- We take on many of the burdensome tasks
- Multiple levels of service to meet your needs and budget
- Our call off system tracks and records the information necessary to ensure you are compliant
- Our experts have the benefit of seeing many cases and can “instinctively” recognize issues you should be aware of

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**Services:**

- FMLA Login**
- BASIC COBRA
- BASIC FLEX
- BASIC FMLA
- BASIC HRA
- BASIC HSA
- BASIC Payroll Plus
- BASIC Online Enrollment

**Quick Links**

**Welcome to your BASIC FMLA activity resource page!**

Our purpose is to provide easy access to timely information about the status and history of your FMLA activity. Some of the application features you will find beneficial to your company are:

- The use of **robust** search options to review event and aggregate data.
- **Anytime** access to a range of useful reports and decision-making information.
- The ability to **download** this information in a variety of useful formats.
- Provide timely information to managers, supervisors and employees.

**BASIC FMLA Secure Login**

FMLA Login ID:

Password:

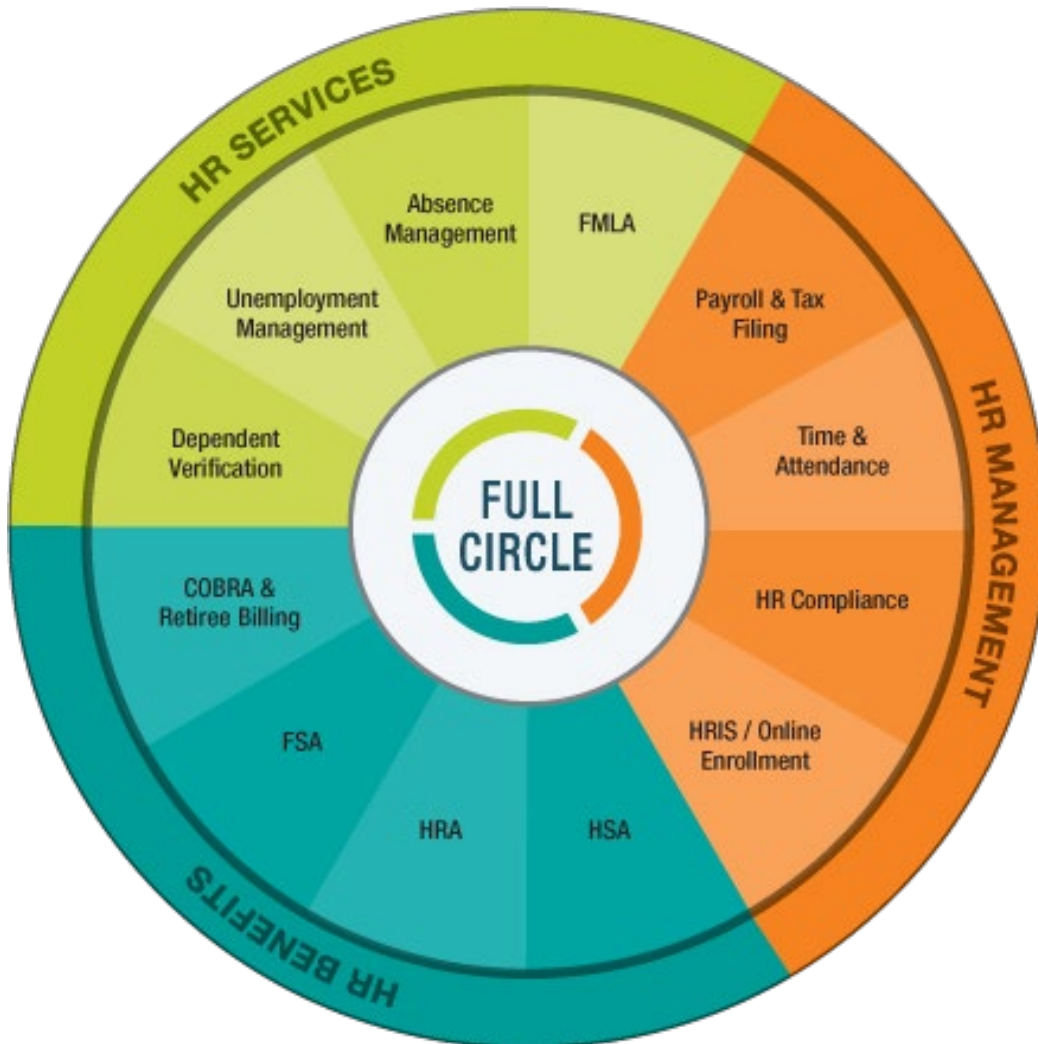
[Forgot Password or Login ID?](#)



**BASIC's HR Services Manager, *Jessica Ozanich*, will answer some of the prevalent questions her and her team have heard from employers across the nation.**

**Questions**

# Contact Us



HR solutions should be simple.  
**Keep it BASIC.**



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