



BASIC's Administration: Intermittent FMLA Best Practices

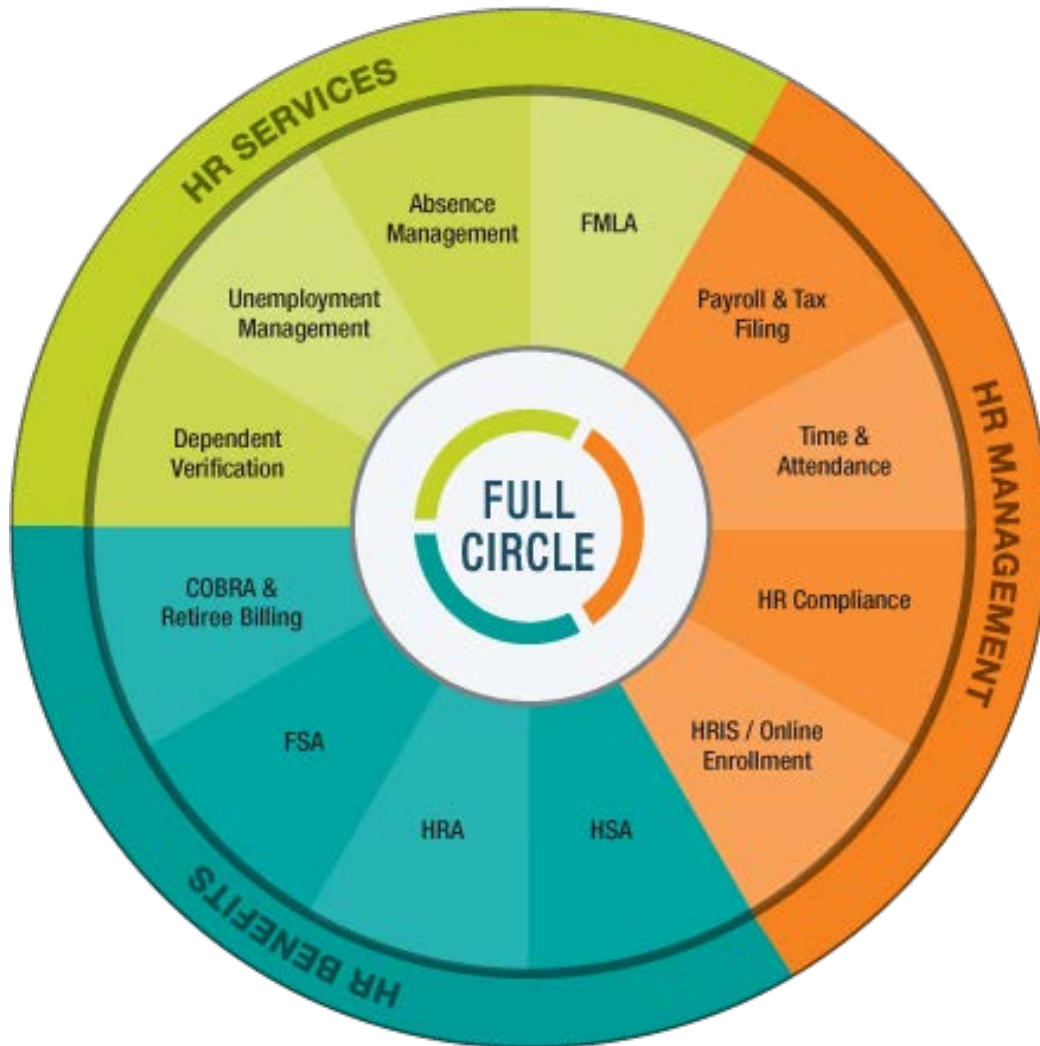
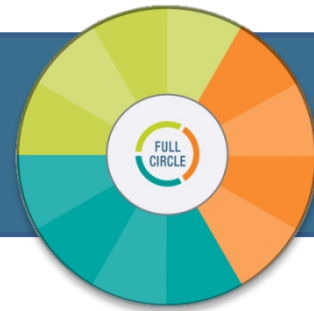
Presented by: Jessica Ozanich



- 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.

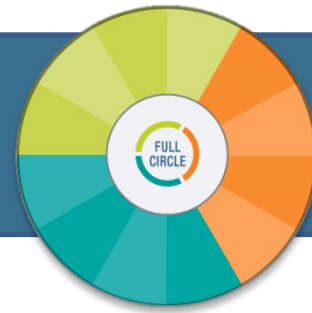
HR Solutions Come Full Circle



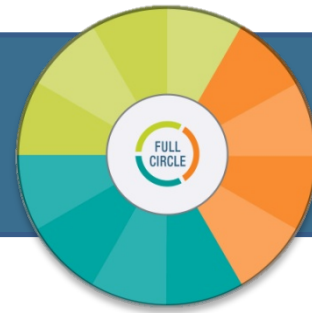
HR solutions should be simple.
Keep it BASIC.

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.

Disclaimer



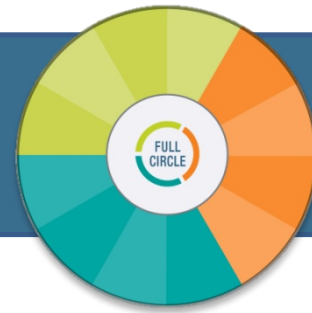
This presentation is designed to provide accurate information in regard to the subject matter covered. It is provided with the understanding that BASIC is not engaged in rendering legal or other professional services. If legal advice or other expert assistance is required, the services of a competent attorney or other professional person should be sought. Due to the numerous factual issues which arise in any human resource or employment question, each specific matter should be discussed with your attorney.



1. Recommended policies.
2. Require medical certifications for leave.
3. Recertification.
4. Exceeding frequency and duration.
5. Patterns of abuse under intermittent leave.



Review Your Absence Policy



1. Clearly define your absence policy.
2. Clearly define your call in procedures for employees.
3. Get Managers on board!



BASIC's Absence Management

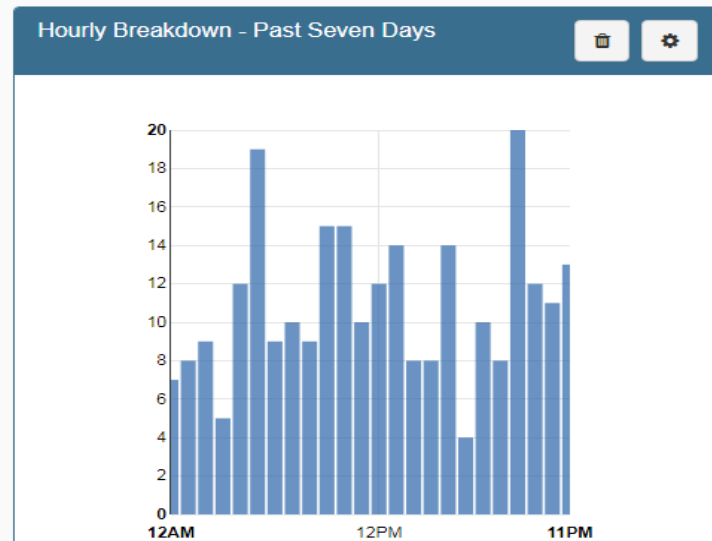
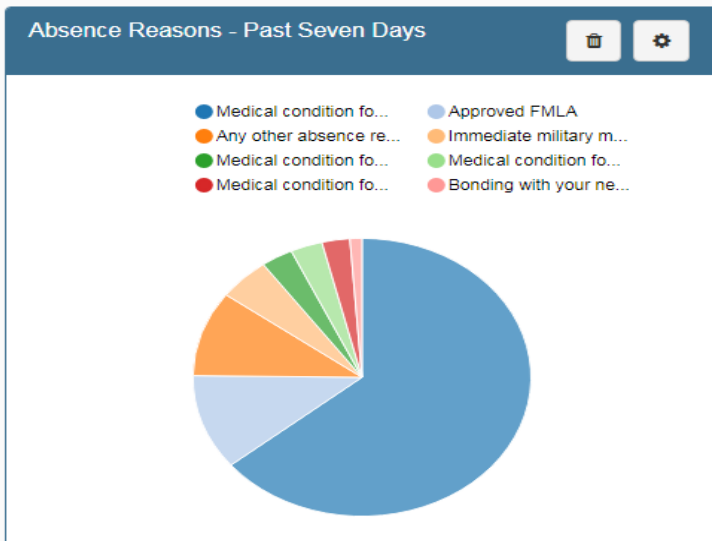
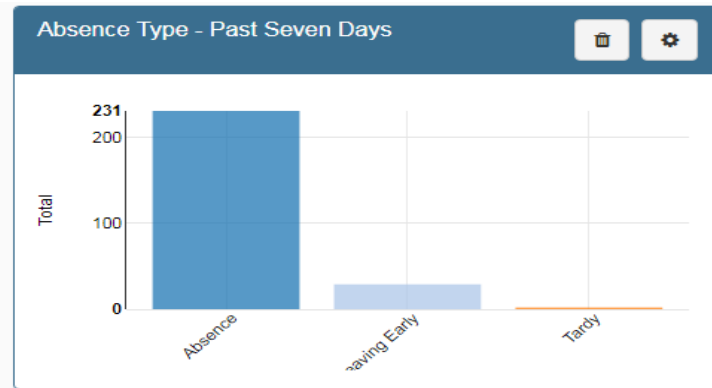
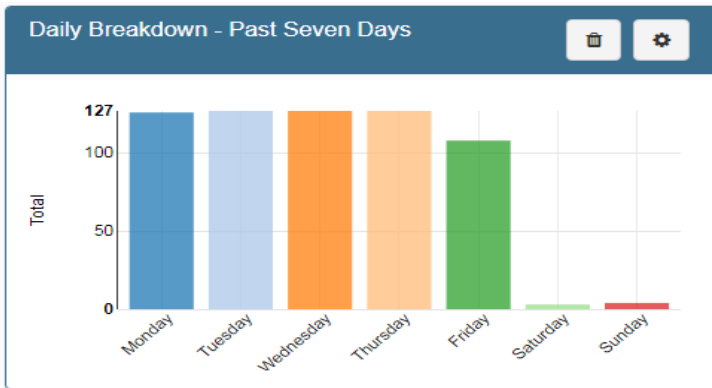



Image from Basic's Employer Portal.

Require Medical Certifications



1. Require employees to provide a medical certification.
2. Use authentication and clarification when needed.
3. Ask for 2nd/3rd opinions when appropriate.

SICK NOTE

 **The Medical Center**

Excused Absence

Date: February 13

Excused from: work class other

Notes: Bitten by rabid blood-thirsty raccoon with crazy eyes.

Signature: Dr. Yuri Zhivago

Image from BASIC's Employer Portal.

Claim Number 1

Status Pending

Planned Begin 03/17/2017

Planned End 03/16/2018

Frequency Intermittent

Frequency Duration 1-2x per month 1-2 days per episode

Relationship Self

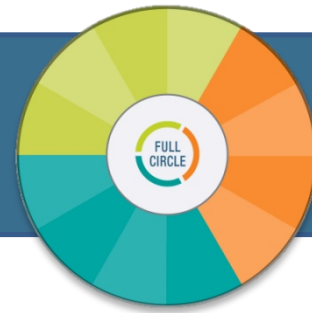
Reason Serious Health Condition

Health Care Provider Dr. Suess

Decision	Date	Reason
Pending	07/24/2017 02:05 PM	Authentication
Approved	03/23/2017 01:00 PM	
New	03/17/2017 10:00 AM	

Notes

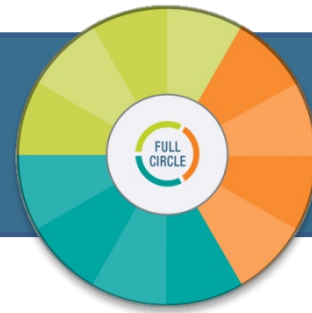
Requested authentication due to inconsistent handwriting on certificaion (TU 07/24/2017)



When can I request Recertification?

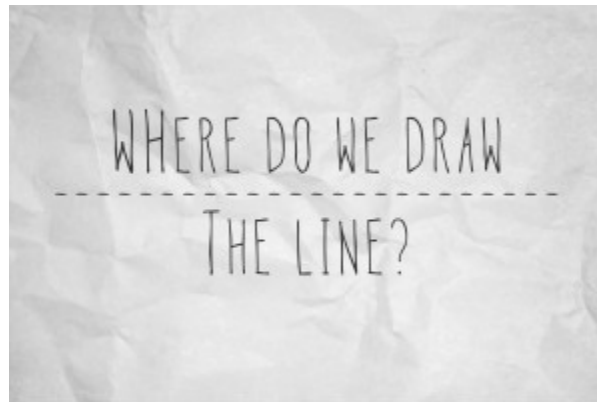
1. The employee requests an extension of leave.
2. Circumstances have changed significantly since original certification.
3. The employer receives information which casts doubt on the reason for leave.
4. The employee has an absence six-months past the original approval.

Exceeding Frequency & Duration

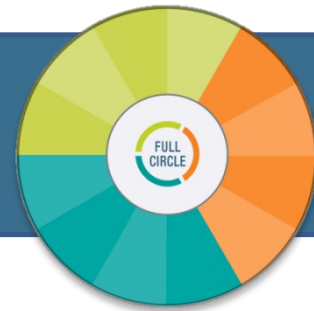


What can an Employer do?

- Track individual days missed.
- Ask for recertification and pend the leave.



Patterns Of Abuse

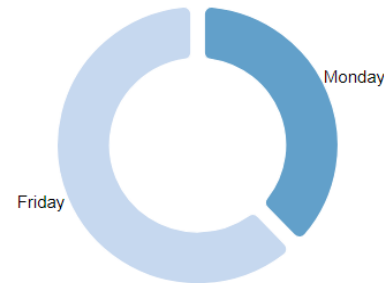


- If you suspect abuse due to a pattern ask for a special recertification.
- Show the pattern to the health care provider.

Absence Summary

Export: CSV

Date	Hours Missed
12-09-2016	8.00
12-19-2016	8.00
12-23-2016	8.00
05-05-2017	8.00
05-15-2017	8.00
05-26-2017	8.00
06-16-2017	8.00
06-19-2017	8.00



Previous 1 Next

Image from BASIC's Employer Portal

Close

Status Pending

Planned Begin 10/14/2016

Planned End 10/13/2017

Frequency Intermittent

Frequency Duration 1-2 times per month lasting 1-2 days

Relationship Self

Reason Serious Health Condition

Health Care Provider D Pandrangi

Image from BASIC's Employer Portal.

Decision	Date	Reason
Pending	07/11/2017 12:59 PM	Reasonable Doubt
Approved	05/19/2017 02:57 PM	
Pending	04/24/2017 11:21 PM	Recertification
Approved	11/23/2016 03:53 PM	
Pending	11/10/2016 09:31 AM	Insufficient/Incomplete
New	10/31/2016 01:33 PM	

Notes

30 Day Recertification = Overuse of frequency (RB 7/11/17)
P2Q1 dates treated, P3Q7 explain

BASIC's Solution: Offers Multiple Tiers Of Service



FMLA Fundamentals

(Self administered)

- 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

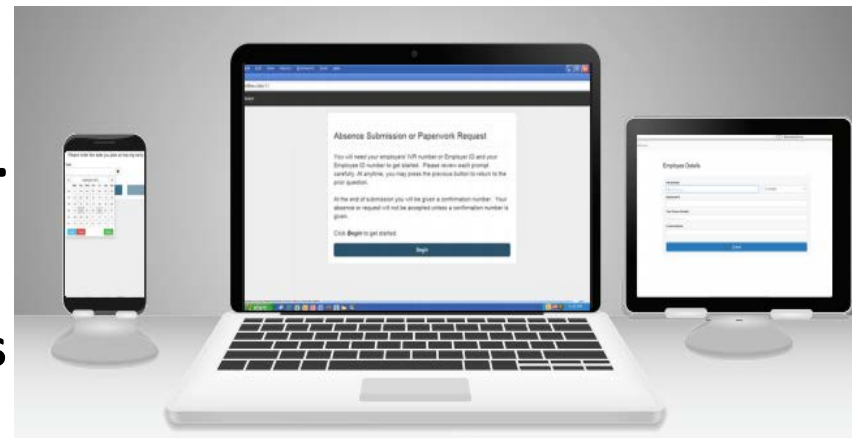


FMLA Ease Plus

- Interactive Voice Response (IVR) system and Web Based absence submission, gives employees 24/7 access 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.
- When paired with FMLA Ease Plus the integrated system offers full compliance in identifying FMLA.

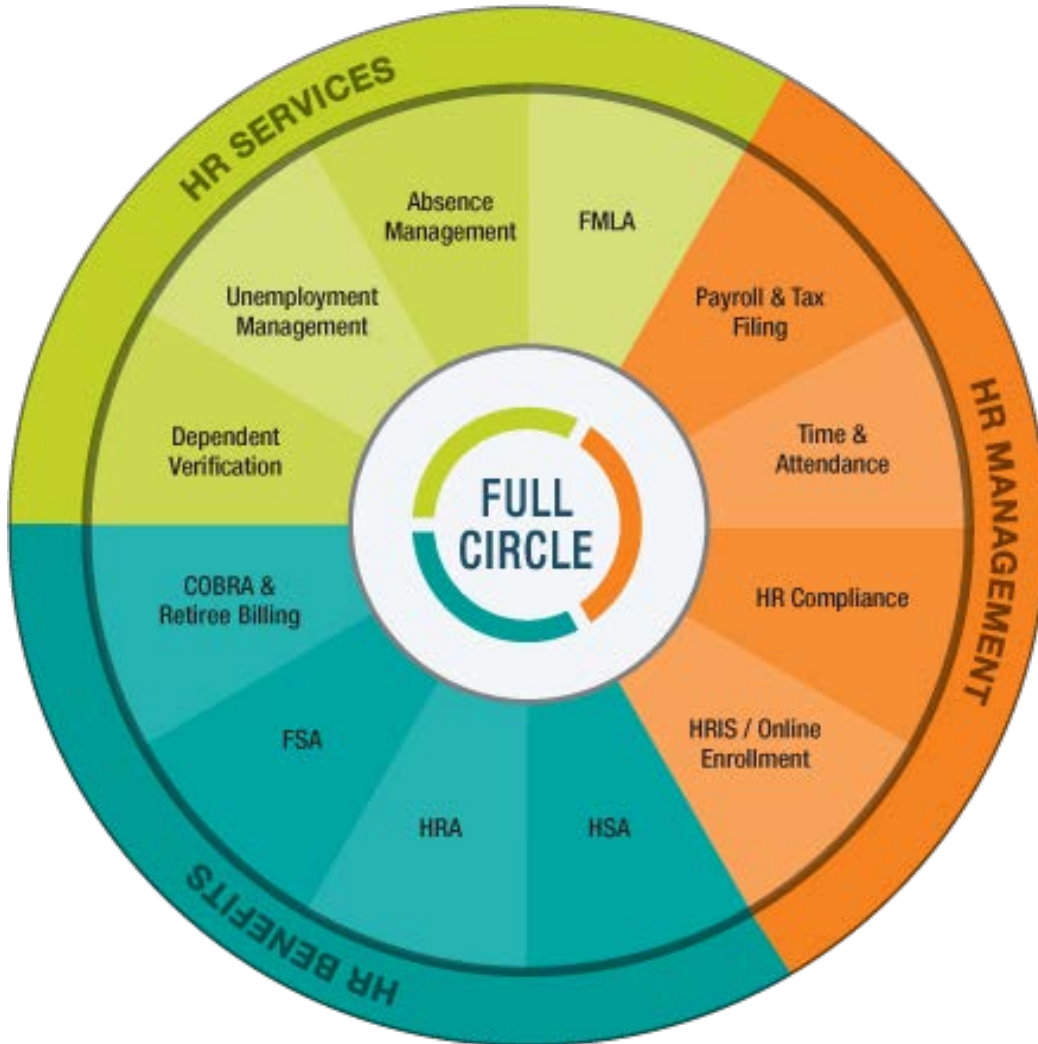




BASIC's HR Services Manager, *Jessica Ozanich*, will answer some of the prevalent questions her and her team have heard from employers across the nation.

Questions

Contact Us



HR solutions should be simple.
Keep it BASIC.



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