Before We Begin

We are recording today's webinar

?
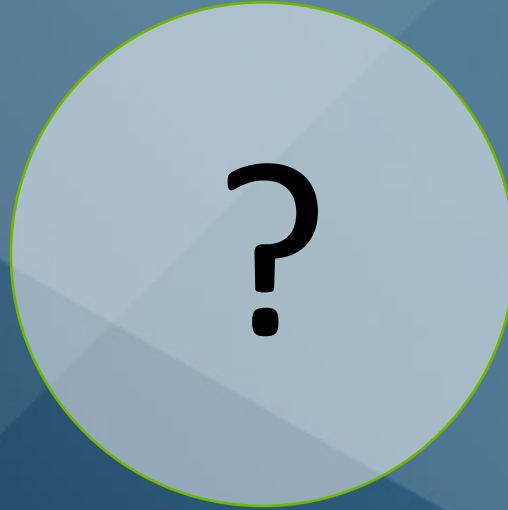
Submit your questions at any time

Please complete the exit survey

Coast to Coast Administration

BASIC services over 20,000 employers nationwide.

Technology Driven HR Solutions to Take Your Company Further

Suite of HR Benefits, Payroll and Leave Management, and Compliance solutions offered individually or bundled.

HR Assist

COBRA & Retiree Billing

Dependent Verification

FSA & Commuter

ERISA Essentials

Compliance & Technology

HR Benefits

HRA

BASIC®

ACA Elevate

HSA

Payroll & Leave Management

Leave Management

Payroll & Timekeeping

FMLA

HCM

Learn How to Reduce Risk

Outsourcing FMLA

- Approximately **34% or 1 out of 3 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 violations by knowing too many details
    - 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

Common FMLA Mistakes

#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 Management 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.

#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.
  - 2nd and 3rd opinion.
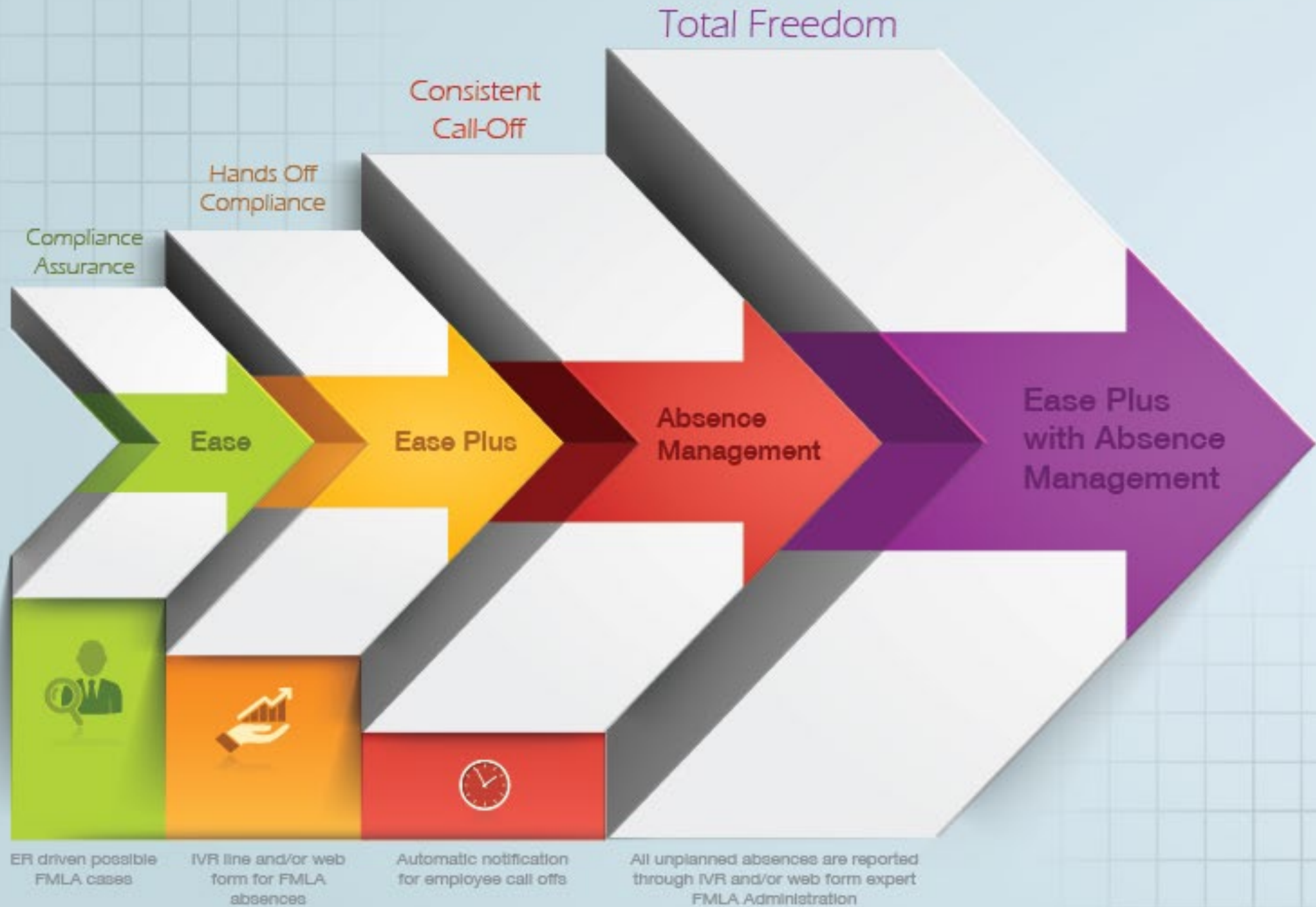 - Nationally recognized labor attorney on retainer.

#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, you can 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 FMLA Solutions

Compliance
Assurance

Hands Off
Compliance

Consistent
Call-Off

Total Freedom

Ease

Ease Plus

**Absence
Management**

**Ease Plus
with Absence
Management**

ER driven possible
FMLA cases

IVR line and/or web
form for FMLA
absences

Automatic notification
for employee call offs

All unplanned absences are reported
through IVR and/or web form expert
FMLA Administration

BASIC's Solutions: Multiple Levels 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 FMLA experts

BASIC's Solutions: Multiple Levels 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 uses for all planned and unplanned absences.
  - Provides consistent, accurate reporting of all absences.
  - Real time communication to supervisors.

Employee Experience

Online Submission

Absence Submission or Paperwork Request

You will need your employers' IVR number or Employer ID and your Employee ID number to get started. Please review each prompt carefully. At anytime, you may press the previous button to return to the prior question.

At the end of submission you will be given a confirmation number. Your absence or request will not be accepted unless a confirmation number is given.

Click **Begin** to get started.

[Begin]

Online Submission

Employee Details

Company/Employer ID

115809   Company/Emplc ⌄

Employee Id

123

Your Phone Number

(___) ___-____

E-mail Address

Submit

Client Experience

FMLA Dashboard

Submissions

Submissions

Excel | CSV

Type	Reason	Timeframe	Claim	Confirmation	Submitted
Absence	A health related condition for yourself or a member of your immediate family	01/05/2022 → 01/11/2022		w345461	01-05-2022 12:18:30 PM
Absence	A health related condition for yourself or a member of your immediate family	12/28/2021 → 01/03/2022		w341659	12-28-2021 01:06:50 PM
Absence	A health related condition for yourself or a member of your immediate family	12/28/2021 → 12/30/2021		w341641	12-28-2021 12:36:14 PM
Absence	A health related condition for yourself or a member of your immediate family	12/20/2021 → 12/27/2021		w338519	12-20-2021 08:19:15 AM
Absence	For personal reasons	12/14/2021 → 12/16/2021		w336388	12-14-2021 01:19:21 PM
Absence	A health related condition for yourself or a member of your immediate family	12/14/2021 → 12/21/2021		w336276	12-14-2021 08:19:06 AM
Absence	For personal reasons	12/13/2021 → 12/14/2021		w335823	12-13-2021 08:06:58 AM
Absence	A health related condition for yourself or a member of your immediate family	12/09/2021 → 12/16/2021		w334479	12-09-2021 08:14:44 AM
Absence	Contagious illness	12/09/2021 → 12/15/2021		w331835	12-02-2021 01:11:15 PM
Absence	Bereavement	12/02/2021 → 12/09/2021		w331810	12-02-2021 12:25:32 PM

Before Q&A

Receive an
email tomorrow
with the slides &
recording

Please
complete the
exit survey

BASIC ®

QUESTIONS

Thank you!