



➤ August 9, 2022

## FMLA Administration: Learn How to Reduce Your Risks

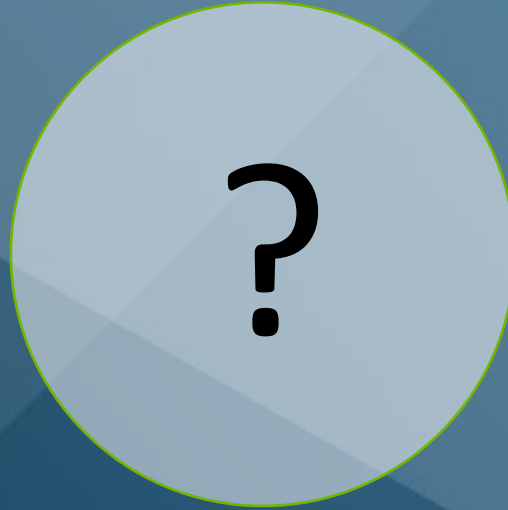


Presentation By:  
**Chris Eckert**

# 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 Solutions should be simple. **Keep it BASIC.**

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.
  - 2<sup>nd</sup> and 3<sup>rd</sup> opinion.
  - Nationally recognized labor attorney on retainer.

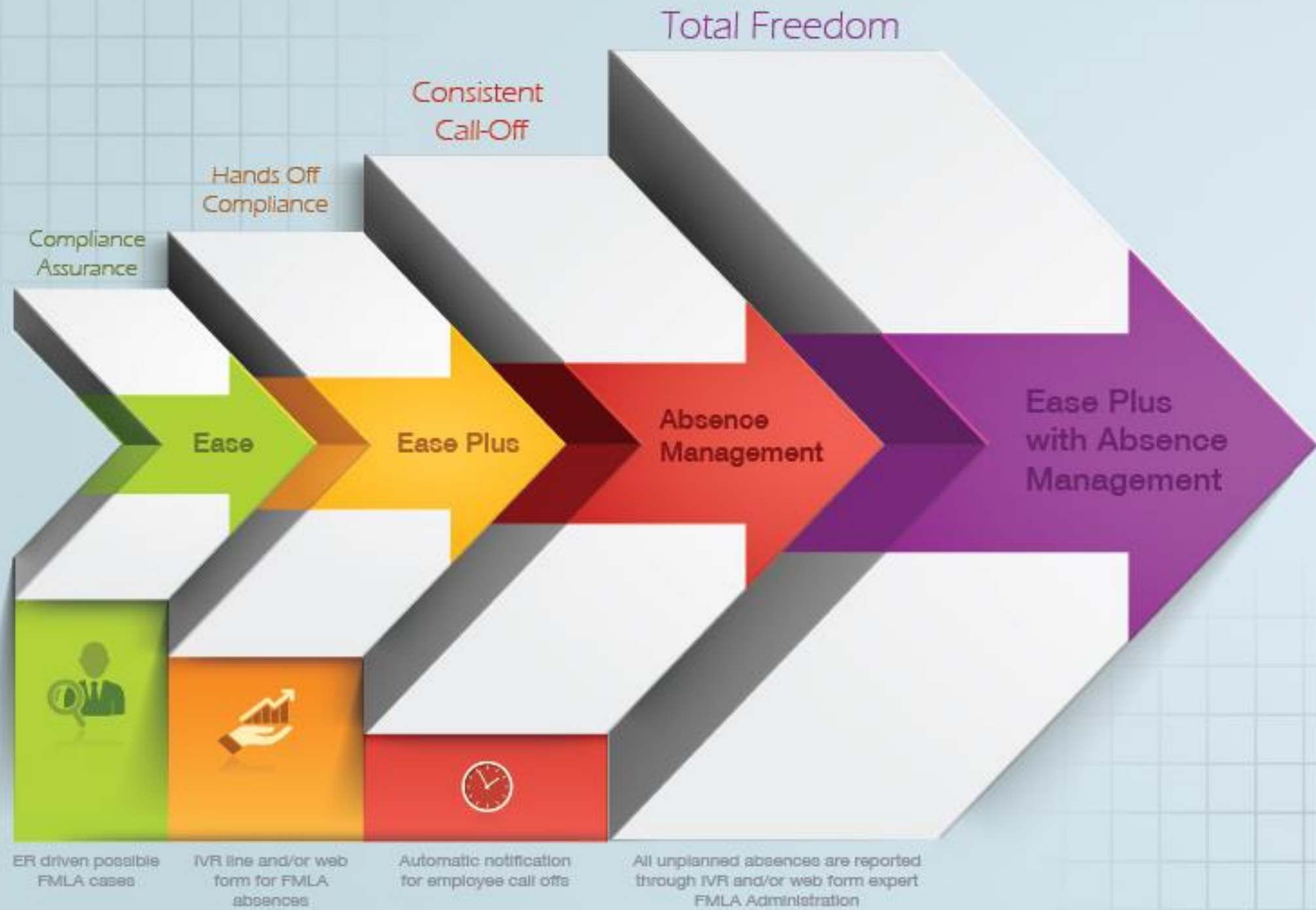
## ➤ #4 Termination without Consideration

- 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, 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



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

# Employee Experience

# Client Experience

# Before Q&A



Receive an  
email tomorrow  
with the slides &  
recording



Please  
complete the  
exit survey

QUESTIONS



Thank you!

