AbsencePro Overview

An Integrated Experience

Streamlined Intake Process

- **Single point of intake** for FMLA, ADA & STD claims

- **Eliminated** the employer and employee sections of the disability claim form

- **Combined** the necessary medical certification documents

Technology Highlights

- **Streamlined Eligibility file** for leave and disability

- **Integrated reporting for leave and disability through AbsencePro** online portal and mobile app for both employees and employers

- **FMLA communications** within the required timeframes including the ability to auto approve based on an STD approval

Striving to Make It Easy

Easy-to-Navigate Process

Designed to guide employees through each step

Communicate proactively on status and next steps

"Safety net" reminders at key points along the process

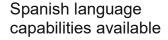## Easy Access and Intuitive Tools

Multiple channels available: web, phone, mobile app, fax or mail

Call center open Monday through Friday, 7:30am to 9:30pm CDT
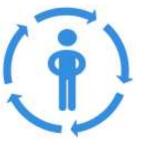
IVR available 24/7 to report and view status of a claim

Spanish language capabilities available

High-Quality Employee Experience

Our staff members are:

- College Graduates
- Extensively trained and monitored
- Specialists with clinical, legal and HR experience

Service by the Numbers:

- 95% Employee Satisfaction Rating
- Avg. Call Length – 8 minutes
- Telephonic Intake – 55%
- Digital Intake – 45%

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Communication Touchpoints

Our process includes up to 20 points of contact with employees on leave.

BEGIN: Leave of Absence Requested

END: Employee Has Returned to Work

Request Packet

What: Summary of employee's leave request

When: Within up to 5 business days of the request.

Includes:

- Notice of eligibility
- Relevant forms and instructions
- Supplemental material
- Information sharing of pertinent data with Mutual of Omaha

Reminder of Documentation Due

What: Reminder of the up coming due date to submit documentation

When:

- 6 and 10 days from the original request
- On the day before the due date

Notification Of Document Received

What: Notification that document has been received and is being reviewed

When: Each time paperwork is received and uploaded into our system.

Decision Packet

What: Summary of a decision made on the leave request

When: Within up to 5 business days of receipt of sufficient and complete documentation

Includes:

- Additional forms
- Instructions
- Supplemental material.

Maternity or Parental Date Confirmation

What: Requests confirmation of actual date of delivery or placement

When: After the original estimated date of delivery or placement has passed

Return to Work Date Confirmation

What: Notification that expected leave end date is approaching and requests that the employee confirm they intend to return to work (RTW) as scheduled

When:

- 2 weeks before estimated RTW
- 1 week before estimated RTW
- 1 day before estimated RTW
- Information sharing of pertinent data with Mutual of Omaha

Additional Notifications

Undeliverable Email

When: Daily each time an email comes back as "undeliverable"

Unprotected Absence

When: Daily upon receipt of tracking that is not protected

Failed Fax

When: Daily each time an attempted fax to a health care provider comes back failed

HOW IT'S SENT

Request / Decision Packets: Email or postal mail (depending on the employee's preference)

All Other Notifications: Email, phone or text (depending on the type of notice and the employee's preference)

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