

## LEAVE OF ABSENCE

### Frequently Asked Questions

#### Filing a Leave of Absence

#### What are the different types of Leave?

Leave Type	Benefit and Maximum Duration	Eligibility
<b>FMLA</b>	<b>up to 12 weeks</b> of job-protected leave Qualifying Reasons: care for self, parent, spouse, or child with a serious health condition; the birth of a child; adoption/foster care placement; 26 weeks military exigency/caregiver	12 months employment, 1250 worked hours during the 12 months before the requested leave start date
<b>Accommodation Leave</b>	Short Term Leave that may be granted when considered reasonable and does not impose undue hardship on FMOL Health, in order to facilitate a team member's medical recovery and eventual return to work.	Upon Hire
<b>Louisiana Pregnancy Leave</b>	<b>6 weeks</b> with consideration of additional time up to 4 months upon submission of supporting documents in accordance with state leave regulations	Upon Hire
<b>Personal</b>	<b>Up to 4 weeks</b> at the sole discretion of FMOL Health	6 months of employment

<b>Parental Paid Leave</b>	<b>Up to 4 weeks of paid leave</b> for the following qualifying events: birth of a biological child, an adoption of a minor child under the age of 18, or foster care placement of a minor child under the age of 18	6 months of employment in a benefit eligible position
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### When should I request a Leave of Absence?

A Team Member is required to apply for leave if unable to work or is incapacitated for 4 or more calendar days. This applies to full-time, part-time, and PRN Team Members.

### What are the Frequencies of Leaves?

- **Continuous:** Single period of incapacity of 4 or more consecutive calendar days
- **Intermittent:** Leave in separate blocks of time for a single qualifying reason while the employee is still working.
- **Reduced Schedule:** Leave that reduces the number of worked hours per workday or work week for a specified time frame.

### What am I required to do if I need a Leave of Absence (lasting 4 or more calendar days)?

- Notify your manager of the requested leave dates.
- Register/login/complete request for leave at [www.LincolnFinancial.com/FMOLHS](http://www.LincolnFinancial.com/FMOLHS) (Company Code ID: FMOLHS).
- Complete, electronically sign, and submit any requested employee forms. Have your healthcare provider complete the certification forms if required.
- Return all required leave documentation to Lincoln within the deadline provided.
- Contact Lincoln and your manager with changes in leave dates or return to work.

### Where can I find the FMOL Health leave policies?

Please visit the Policy Library through the Policies shortcut on TeamTalk for more information regarding leaves of absence. Additional details can also be found on the Leave of Absence page within the TeamLink HR Hub.

### How do I request or start a leave case?

You can request a leave by:

- Contact the Lincoln intake phone line: (800) 548-0805 Monday through Friday between 7am to 9pm CST.
- Submit online through Lincoln's secure website, [www.LincolnFinancial.com/FMOLHS](http://www.LincolnFinancial.com/FMOLHS) available 24 hours a day, 7 days a week. Company Code ID: FMOLHS

## How do I register with LincolnFinancial.com?

If you do not already have an account, go to [www.LincolnFinancial.com/FMOLHS](http://www.LincolnFinancial.com/FMOLHS) and click the “*Register for your online account*” button. Then enter “FMOLHS” as the company name and complete the form. It is recommended to provide a personal email address when creating an account so that important information is relayed timely.

If you have previously created an account and are unable to log in, click the *Forgot Username Or Forgot Password* button and enter your username. Once the password reset has been activated, a password reset email is sent to the email address associated with the account. Please be sure to check your spam folder.

## What is the difference between a leave of absence and disability claim?

- An approved **leave claim** is unpaid time off for a Team Member’s own condition or to care for a family member. This leave provides job protection for the duration of the approval.
- A **disability claim** can be a short-term or long-term disability, provides partial income replacement, is only for the Team Member’s own medical condition, and does not provide job protection.
- An approved leave and disability claim can run concurrently.

## Am I eligible for leave or Short-Term Disability benefits if out of work due to a worker’s comp injury or illness?

If you are out of work due to a work-related injury or illness, you should still apply for a leave of absence. However, Short Term Disability Benefits will not be paid for a disability that is covered under Worker’s Compensation or is due to a job-related injury or illness.

## How do I request an accommodation due to a physical restriction or limitation in my current role?

1. Accommodation may include either of the following:
  - a. **Leave as an Accommodation**, where a leave of absence runs concurrently with the approved Accommodation.
  - b. **Workplace Accommodation**, allowing you to continue to remain actively working under the approved Accommodation.
2. Register and/or Log into [www.LincolnFinancial.com/FMOLHS](http://www.LincolnFinancial.com/FMOLHS) to request an Accommodation online. If preferred, call Lincoln Financial at (800) 548-0805.
  - a. If your request for a workplace accommodation is pregnancy related, you may make the request with your manager directly or by contacting AskHR.
3. Please provide any requested documentation timely to avoid delay in review and decision.
4. The FMOL Health Leave Team and your manager will review the request.
5. You will receive a decision from Lincoln Financial with further instructions.

## Correspondence and Decisions Regarding my Leave of Absence

### **How will I receive communication and updates regarding my leave?**

You will receive correspondence and documents per the method you selected during your initial leave request. You can include any additional email addresses during the Leave of Absence intake process. You are responsible for regularly checking email for important updates or requests for information. Updates to communication preferences can be submitted to a Lincoln Case Manager.

### **Can I receive text notifications?**

You can opt-in to text notifications during the leave intake process. It is recommended to opt in to receive timely reminders from Lincoln. If you do not initially opt-in to text notifications, you can enroll at a later date by contacting your Lincoln Case Manager.

### **How do I change my communication preferences with Lincoln in LincolnFinancial.com?**

You can change your communication preferences once you log in at [www.LincolnFinancial.com/FMOLHS](http://www.LincolnFinancial.com/FMOLHS).

- To update phone or text notifications, go to the *Welcome* drop-down, and choose *Alerts & Notifications*. It is recommended that you turn *Text Notifications* on. Click on *Edit* to change or add your mobile phone number.
- To update, add, or change email preferences, go to *Profile Information* on the *Welcome* drop-down. Enter your information and 'save changes'.

### **How do I submit documents to Lincoln?**

It is preferred that you upload documents via [www.LincolnFinancial.com/FMOLHS](http://www.LincolnFinancial.com/FMOLHS) to ensure timely review. If you are unable to upload documents, they can be sent by fax or email.

### **What if I miss a document deadline?**

If documents are not returned timely by the document deadline:

- Your leave may be denied,
- Absences may be subject to the attendance policy, and
- It may affect the use of benefit time.

### **When will I receive a decision on my leave request?**

Decisions are made within 5 business days of receipt of all required documentation.

### **How much time will I be provided to return the requested documentation for my leave or disability claim?**

The requested documentation for your leave of absence must be submitted within 15 days from the date of the notice from Lincoln. If you anticipate any delay in producing

documents by the deadline, please reach out to the Lincoln contact provided in the notice.

### **What happens if the leave, including intermittent episodes, is denied?**

If the leave is denied, the team member's absences may be subject to the attendance policy. Team members should discuss the next steps with their manager and employee relations when a leave period is denied.

### **What do I do if my leave dates or return to work date change?**

Contact Lincoln and notify your manager of any changes in dates of leave or return to work. Leave extensions for medical reasons require updated medical documentation.

## **While on Leave of Absence**

### **What actions are required by me while out on leave?**

- While on leave, notify your manager and Lincoln of any changes in leave dates or return to work dates.
- Timely submit any documentation as requested. You are required to submit any requested information timely according to the due date provided by Lincoln.
- Contact Lincoln before the end of your current approved leave period to confirm the return-to-work date or submit a request for an extension if needed. **Failure to contact Lincoln to confirm your return-to-work date will create delays in restoring access, accruals, and scheduling.**

### **What is the Intermittent Leave Notification Process?**

If approved for intermittent leave, for each intermittent leave episode, follow the below process for each episode, unless otherwise instructed by Lincoln or your manager:

- Team Members **MUST** call into their department at a minimum of two hours before the scheduled shift or per department call-in policy. For sudden flare-ups where advance notification is not feasible, provide notification as soon as the absence is known.
- Team Members **MUST** notify Lincoln within 24 hours of the episode.

## **Benefits While on Leave of Absence**

### **Will I continue to accrue PTO while on leave?**

- Team members on FMLA (both Continuous and Intermittent), Military, and State Pregnancy leaves will continue to accrue benefit time while on leave.
- Team Members on Accommodation and Personal leave will not continue to accrue benefit time while on out of work on leave.

### **How do I make benefit changes while on leave?**

Access to Oracle Employee Self Service will remain. If you need to submit benefit

election changes, you can Report a Life Event in your Oracle Employee Self Service Benefits portal, which can be accessed from Work or Home:

<https://eqtm.login.us2.oraclecloud.com>

If you are adding a newborn, please note, SSN is NOT required for enrollment. Please submit your benefit change as soon as possible to avoid a delay in coverage.

### **How do I add my newborn to my coverage?**

To add a newborn to your FMOL Health benefits:

- Submit a Birth/Adoption Life Event in Oracle Employee Self Service under Me>Benefits>Report a Life Event.
- Add your new dependent(s), enroll your child in desired benefit plans, and upload required documentation (e.g. hospital birth letter) to Oracle.
- All actions must be completed in Oracle within 30 calendar days of the date of birth or adoption. (Example: If your child is born on May 1, enrollment and documentation must be by May 30).
- Once submitted, you will receive a notification to your FMOLH email address confirming updates to benefit plan enrollment.

Please note, SSN is NOT required for enrollment. Please submit your benefit change as soon as possible to avoid a delay in coverage. For additional assistance, please contact AskHR.

### **Can I cancel my benefits while on leave?**

If approved for FMLA ONLY, you have the option to discontinue your health care and dental coverage while on approved FMLA leave. If you wish to discontinue your health and/or dental coverage, please contact AskHR.

If you discontinue health and/or dental benefits while on FMLA, you must request reinstatement upon the conclusion of FMLA leave by contacting AskHR. If you are unable to return to work when FMLA entitlement has exhausted, you forfeit the right to reinstate insurance until the next Open Enrollment.

### **What happens to my benefits while on leave?**

FMOL Health will continue to provide group benefits under the same conditions as currently received. Employees are obligated to pay current benefit contributions each pay period when there is not enough compensation to cover contributions. Failure to pay benefit contributions will result in the cancellation of benefits. Please call AskHR to inquire about owed contributions and/or to make a payment at (833) 482-7547.

### **How will I know what I owe for benefits while on Leave of Absence?**

If benefit contributions are owed while on leave, you will receive an email after each paycheck date indicating balances due and instructions for payment with AskHR.

## **How do I pay for my benefits premiums while on leave if I do not receive a paycheck?**

Call AskHR to submit a credit or debit payment for contributions each pay period.

## **What happens if I am unable to pay my portion of benefits premiums while on leave?**

If you are unable to pay contributions, please contact AskHR to discuss potential options if available.

## **What if I return to work with unpaid premium arrears balances?**

If you return from leave with arrears or unpaid benefit contributions, FMOL Health will deduct from paycheck(s) any arrears or benefit contributions not paid. The full amount of arrears or unpaid contributions may be deducted from your next paycheck and, if a paycheck is not enough to cover the balance due, it will be deducted from a subsequent paycheck until all unpaid balances are cured.

## **Compensation While on Leave of Absence**

### **How will I get paid while on Leave of Absence?**

Approved leave does not provide income replacement except for approved Paid Parental Leave. Approved disability and/or available benefit time will determine what form of payment you receive while on a leave of absence.

- Team Members are required to use available benefit time (e.g. PTO, ATO, HOL) while on leave.
- Unpaid leave will occur if all benefit time is exhausted.
- Legacy EIT is managed by Lincoln as an offset to your Short-Term Disability if approved. EIT must be exhausted before Short-Term disability is paid.
  - Can only be used for the team member's own illness.
  - Must be exhausted before use of approved Short-Term Disability benefit.
- **Short-Term Disability (STD)** is a short-term income replacement fully funded by FMOL Health.
  - Eligible after 90 days of employment in a benefit-eligible position.
  - Available to 0.5 FTE through 1.0 FTE.
  - Benefit pays up to 60% of base compensation for a maximum of 12 weeks.
  - 7 consecutive day elimination period applies before benefits are payable.
  - Approval for both leave and disability is required for benefits to be payable.
  - Requires use of available benefit time to supplement the other 40% of base compensation.
  - Benefit is reduced by "other income" such as EIT, Paid Parental Leave (PPL), retirement, SSDI, and other disability income.
  - Exclusions and limits may apply.

- Approval of your leave and disability is required for benefits to be payable. These approvals are determined by Lincoln after reviewing your eligibility and documentation submitted by you and/or a healthcare provider.
- After Lincoln has approved a disability claim, payment amounts, for the pay period in which the approval occurred, are sent to FMOL Health by Lincoln following the close of the pay period and loaded directly to Oracle for payment on the regular paycheck. Please note that Short-Term Disability and/or EIT hours approved in the current pay period will not show on the timecard in UKG as they are loaded directly into Oracle for payment.
- Payments will continue to be paid on the standard biweekly check until the end of the approved disability pay period. Once the disability approval period ends, the source of additional payments while on leave will come from available time off benefits such as PTO, ATO, Holiday, etc. Short-Term Disability approval dates may differ from your leave approval dates.

### **If my leave is approved retroactively, how will I receive payment?**

Should Short-Term Disability benefits be approved for a previously closed pay period, Lincoln will notify AskHR, who will then provide information to payroll to process the disability payment. The approved disability hours for STD or EIT will not be visible in UKG as they are paid directly through Oracle. Please allow up to 3 pay periods for retroactive disability payments to reflect on your paycheck.

### **If my leave is denied, am I still eligible for Short-Term Disability benefits?**

FMOL Health policy states the following:

- No Short-Term Disability benefits will be paid during any periods where Leave of Absence has been denied.
- No Short-Term Disability benefits will be paid during any periods where disability is covered under a worker's compensation plan or similar law and/or is due to a job-related injury or illness.
- Successive unrelated leave periods will only be paid when the team member continues as an active team member.

### **Who makes entries to my timecard while on leave of absence?**

- The Leave Team and AskHR manages time entries related to PTO, HOL, ATO, and other similar time off benefits with exception of EIT, Paid Parental Leave (PPL), and Short Term Disability (STD).
- You may see leave PTO/holiday/unpaid/etc. hours listed on one day during a work week.
- Disability payment information will be sent from Lincoln to FMOL Health for payment. Please note that STD/PPL/EIT hours approved in the current pay period will not show on the timecard in UKG but will be applied to your paycheck.
- Please review the blue comment bubbles in UKG on a given entry for additional

information regarding a timecard entry, if applicable.

- Retrospective Short-Term Disability approvals will be updated through a payroll correction process handled by AskHR and the payroll team.

### When can I expect payments while on leave?

Below is an example of the estimated payment dates for a disability claim approval made between 12/31/2025-1/13/2026.

Disability Approval	Paycheck
Disability approved in the current pay period (ie: pay period 1/11/2026-1/24/2026)	Paid on the regular cycle check for that pay period. (ie: 1/30/2026)
Disability approved for a future pay period	Paid on the regular cycle check for that pay period.
Disability approved for a past pay period (ie: 12/1/2025-12/14/2025)	Retrospective payments will be made within approximately 3 payroll cycles

## Returning to Work

### What is the process when ready to return to work?

The return-to-work date indicated on the initial approval notice is an estimated return-to-work date. If you need to extend your leave past this date, please contact Lincoln to discuss the documents needed for an extension and notify your manager of the change.

If your treating healthcare provider has cleared you to return to work:

- **Notify your manager and Lincoln 1-2 days PRIOR to returning to work** (for all leave types)
- For a Team Member out due to their own illness or injury, provide a medical release to Employee Health 1-2 days PRIOR to returning to work. This release should be obtained from your healthcare provider.
  - Team Members are NOT permitted to return to work until released by Employee Health if out for his/her own illness.
  - It is recommended that if you are returning to work with restrictions, submit your work release 2-4 days prior to your release date to allow time for the interactive discussion process to take place and an accommodation be reached.
- Report back to work as scheduled once cleared by your health care provider and Employee Health.
- For the illness of a family member, bonding leave for a non-birth parent, and personal leave, you do NOT need to notify Employee Health. Notify your manager and Lincoln 1-2 days PRIOR to your return to work.

## How is my employment status in Oracle and FMOL Health information systems updated?

Lincoln sends information daily to FMOL Health to update your Oracle status when a leave is initiated, or an approved leave has ended and return to work is confirmed.

**Please be sure to update your Lincoln case manager of your return-to-work status as soon as possible.** Upon receipt of your updated status, Lincoln will update your case and send an updated status to FMOL Health.

If you have contacted Lincoln and been cleared by Employee Health, please allow a few days for Oracle to update. If your leave case is missing documents or is not yet approved, you may see additional delays in Oracle status updates. If there is still an issue with your Oracle status 3 days after you return to work from an approved leave, please contact AskHR for further review.

Within a few days after your status in Oracle is updated, access to other FMOLHS systems will be updated as well.

### Contacts for Assistance

- Lincoln Financial Leave and Disability Claims regarding your leave case
  - Phone: (800) 548-0805, Option 1 (FMOLH dedicated line) or 1-800-210-0268 (general inquiry line for disability and leave)
  - Monday – Friday from 7am – 9pm CST  
(after business hours messages can be left on the secure voicemail line. Be sure to include your name, employee ID, best contact number, and reason for the call)
  - [www.LincolnFinancial.com/FMOLHS](http://www.LincolnFinancial.com/FMOLHS)  
(Company code: FMOLHS)
- FMOL Health AskHR for general leave inquiries
  - Phone: (833) 482-7547
  - [AskHR@fmolhs.org](mailto:AskHR@fmolhs.org)
  - Additional information can be found on the [TeamLink Leave of Absence](#) page