

## Job Aid for a Non -Occupational Medical Leave of Absence

Job Aid for a *Non -Occupational Medical Leave of Absence* (applicable to all employees except Officers of Instruction, 1199 Clerical and Cafeteria, Maritime employees, and employees who work outside of New York State)

	Employee Actions	Department Actions	Cigna Actions	Leave Management Office (LMO) Actions	Helpful Hints
<b>Initiating a Medical Leave of Absence (Non-Work Related)</b>	<ul style="list-style-type: none"> <li>Employee notifies his/her supervisor</li> <li>Employee provides a medical note to the department or CUHR Leave Management Office (LMO)(Support staff after an absence of 3 consecutive work days pursuant to schedule and Officers after 5 consecutive work days pursuant to schedule)</li> <li>Employee contacts Cigna directly to apply for NYSDBL (New York State Disability)</li> <li>Employee completes FMLA paperwork, if applicable (Form WH-380E)</li> <li>Employee contacts LMO directly if there are questions</li> </ul>	<ul style="list-style-type: none"> <li>Supervisor notifies Departmental HR contact of the leave request</li> <li>Departmental HR contact provides policy information, and the <b>Request for Medical Leave letter</b> (see Appendix) and attaches the appropriate forms based on eligibility criteria for benefits</li> <li><b>Department sends a copy of the Request for Medical Leave letter and FMLA WH381 to LMO</b></li> <li>Department responds to any requests for additional information from Cigna</li> <li>Department notifies LMO with any questions or concerns related to employee’s leave</li> </ul>	<ul style="list-style-type: none"> <li>Cigna opens a claim based on a call, medical documentation or web intake</li> <li>Cigna sends email to CU Departmental HR contact to request any necessary additional information</li> </ul>	<ul style="list-style-type: none"> <li>LMO collects medical documentation received directly from employee, department or physician and reconciles with Cigna</li> <li>LMO responds to escalated concerns/questions</li> </ul>	<ul style="list-style-type: none"> <li>Any leave over one (1) work week requires employee to contact Cigna</li> <li>Any questions about University policies should be directed to LMO</li> <li>Any questions about NYSDBL payments should go to Cigna</li> <li>All other questions or concerns related to the leave of absence may be directed to LMO</li> <li>FMLA WH-380E and WH-381 forms are still required to be sent by the Department as applicable; the WH380E is sent to LMO for review</li> </ul>
<b>Confirmation of the Leave</b>		<ul style="list-style-type: none"> <li>Department receives notification from Cigna that a claim was received (within 24-48 hours). This is only to alert the department that a claim was received and to request salary and absence information</li> <li><b>Department provides Cigna with salary or wage rate, sick time used and last day worked (failure to provide information will result in a delay of processing the leave of absence)</b></li> <li>Department completes a PAF using the confirmation from</li> </ul>	<ul style="list-style-type: none"> <li>Cigna sends notification of receipt of medical documentation and confirmation of the NYSDBL claim, including the leave dates to the Departmental HR contact via email</li> </ul>	<ul style="list-style-type: none"> <li>LMO monitors notices sent from Cigna</li> <li>LMO coordinates with department and Cigna if a medical note was received, but no contact was made with Cigna</li> <li>LMO sends a notification of FMLA receipt – for medical leave, the LMO notification received is for informational purpose only. The form</li> </ul>	<ul style="list-style-type: none"> <li>If notification from Cigna is not received within one (1) week of sending the <b>Request for Medical Leave letter</b> to the employee, the department contacts LMO</li> <li>The department is responsible for contacting LMO with any concerns/questions about the leave</li> <li>The confirmation from Cigna may be used to complete a PAF, the FMLA notification is for informational purpose only. For all other FMLA</li> </ul>

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		<p>Cigna as backup supporting documentation</p> <ul style="list-style-type: none"> <li>• Department sends applicable <b>Confirmation of Leave letter (FMLA or non-FMLA)</b> to employee (see Appendix)</li> <li>• Department contacts LMO with any questions or concerns related to employee’s leave prior to completing the PAF</li> </ul>		<p>from Cigna will serve as backup supporting documentation to complete a PAF</p>	<p>leaves (not related to an employee’s own illness), the LMO notification will serve as backup supporting documentation to complete a PAF.</p>
<p><b>While on the Leave</b></p>	<ul style="list-style-type: none"> <li>• Employee is expected to follow all applicable University policies related to the leave</li> <li>• Employee is expected to keep Cigna and the department updated on any leave extensions</li> <li>• Leave extension documentation must be provided to Cigna and/or LMO prior to the expected return to work date</li> </ul>	<ul style="list-style-type: none"> <li>• Department uses information received from Cigna to track the duration of the leave</li> <li>• Department sends the <b>Return to Work letter</b> (see Appendix), at least one (1) week prior to the expected return to work date</li> </ul>	<ul style="list-style-type: none"> <li>• Cigna monitors the NYSDBL claim per New York State guidelines</li> <li>• Cigna contacts employee/ department/LMO, as needed when extensions are received or other matters</li> </ul>	<ul style="list-style-type: none"> <li>• LMO reviews reports from Cigna of leave status</li> <li>• LMO forwards any documentation received to Cigna</li> <li>• LMO works with the department on any special questions/concerns regarding the leave</li> </ul>	<ul style="list-style-type: none"> <li>• Notices of an extension of a leave could happen multiple times and will require an updated PAF for each extension</li> </ul>
<p><b>Returning to Work</b></p>	<ul style="list-style-type: none"> <li>• Employee should submit a medical note from their physician prior to returning to work confirming the status of the return to work</li> <li>• Employee should contact LMO prior to returning to work if any workplace accommodations are being requested</li> <li>• Employee may submit the medical note to LMO directly for reasons of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Department forwards any Return to Work notes received to LMO</li> <li>• Department updates a PAF when employee returns from leave</li> <li>• If employee did not report back to work or if there are other escalated matters, department contacts LMO prior to an employee returning to work</li> </ul>	<ul style="list-style-type: none"> <li>• Cigna will send a confirmation notice to the departmental HR contact if a return to work note is received</li> <li>• Cigna may request confirmation from the HR departmental contact to confirm the employee’s actual return to work date</li> </ul>	<ul style="list-style-type: none"> <li>• LMO advises the department if a Return to Work note has been received</li> <li>• A confirmation notice is sent to the departmental HR contact</li> <li>• LMO is available for any questions/concerns regarding the employee’s return to work</li> </ul>	<ul style="list-style-type: none"> <li>• Cigna may be contacted regarding confirmation of return to work dates on file; other types of return to work questions should be directed to LMO</li> </ul>