

Job Aid for a Paid Family Leave

Job Aid for an 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	New York Life Actions	Leave Management Office (LMO) Actions	Helpful Hints
Initiating a Medical Leave of Absence (Non-Work Related)	- Employee notifies their supervisor - Employee provides appropriate medical documentation or supportive documentation directly to CUHR Leave Management - Employee contacts New York Life directly to apply for NY Paid Family Leave (PFL) - Employee completes FMLA paperwork, if applicable (Form WH-380F) - Employee contacts LMO directly if there are questions	- Supervisor notifies Departmental HR contact of the leave request - Departmental HR confirms leave information (type, leave dates and payment information) with employee - Department HR submits the leave request to the CUHR Leave Management Office via Qualtrics Form - Department HR notifies LMO with any questions or concerns related to employee’s leave	- New York Life opens a claim based on a call, or web intake - New York Life sends eligibility and payment request to CU HR Leave Management to request any necessary additional information	- LMO provides policy information and issues the FMLA WH381, including applicable benefit forms based on eligibility criteria for benefits to employee - LMO collects medical documentation or other supportive documentation directly from employee, department, etc and reconciles with New York Life. - LMO responds to escalated concerns/questions - LMO responds to any requests for additional information from New York Life	- Any leave over one (1) work week requires employee to contact New York Life - Any questions about University policies should be directed to LMO - Any questions about NYS PFL payments should go to CUHR Leave Management and New York Life. - All other questions or concerns related to the leave of absence may be directed to LMO - FMLA WH-380F and WH-381 forms are still required to be sent by the LMO as applicable; the WH380F is sent to LMO for review

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Confirmation of the Leave	Employee completes the Employee Response Form and submits directly to LMO	- Department HR receives notification from LMO of the approved leave dates including confirmation of leave being transacted within PAC - Department HR contacts LMO with any questions or concerns related to employee’s leave	New York Life sends confirmation and approval of the NYS PFL claim, including the leave dates to LMO via email	- LMO receives notification from New York Life that a PFL claim is being processed. Generally, 72 hours prior to the expected leave start date - LMO provides New York Life with salary or wage rate - LMO completes a PAF to transact leave in PAC, once approval letter is received from New York Life. Except for Officers of Research. - LMO sends applicable Confirmation of Leave letter (FMLA or non-FMLA) to employee and Department HR	- The department HR is responsible for contacting LMO with any concerns/questions about the leave - The confirmation from New York Life may be used to complete a PAF, the FMLA notification is for informational purpose only
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While on the Leave	- Employee is expected to follow all applicable University policies related to the leave - Employee is expected to keep New York Life, the department and LMO updated on any leave extensions - Leave extension documentation must be provided to New York Life and/or LMO prior to the expected return to work date	Department HR uses information received from LMO to track the duration of the leave	New York Life contacts employee and LMO, as needed when extensions are received or other matters	- LMO reviews reports from New York Life of leave status and tracks the duration of the leave - LMO works with the department on any special questions/concerns regarding the leave. - LMO sends the Return to Work letter at least one (1) week prior to the expected return to work date	Notices of an extension of a leave could happen multiple times and will require an updated PAF for each extension
Returning to Work	Employee should notify LMO and Department HR of their return to work date	Department HR updates a PAF when employee returns from leave		- A confirmation notice is sent to the departmental HR contact - LMO is available for any questions/concerns regarding the employee's return to Work	Employees are not required to submit supportive documentation or medical notes when an employee is returning from non-medical leave of absence