

Managing Your Leave of Absence

Frequently Asked Questions

City of Frisco



Guide to Reporting an Absence with Standard Insurance

When should I report an absence?

If you miss work for five consecutive days or two consecutive shifts for a shift firefighter or if need leave on an intermittent basis, you should call The Standard. Types of reasons include:

- Your own serious health condition (including pregnancy)
- To care for your newborn child
- The placement of your adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military need, allowing family members to take leave to prepare for or deal with issues that arise because of family member being called to serve in the military.

For all other absences, please follow the normal City of Frisco absence reporting procedures and notify your supervisor. Absences for the following do not need to be reported to The Standard: Bereavement Leave, Jury Duty, Paid Mental Health Leave for Uniformed employees, and Paid Quarantine Leave for Uniformed employees.

Initiating a claim?

Be sure and provide your home email to the call representative. Providing your home email will result in quicker delivery of forms and notices. After you initiate a claim if your dates change, be sure and update The Standard and your supervisor on the changes.

Will I receive any notification after I initiate a leave or claim?

You will receive a Certification of Health Care Provider form to be completed by you or your family member's health care provider. If a Short-Term Disability (STD) claim (for consecutive leaves lasting 30 days or more) is initiated, you will receive an Attending Physician's Statement. These forms should be returned to The Standard by the due date indicated in your letter.

How long does an STD claim decision normally take?

It will take approximately one week post receipt of your claim application.

If my STD claim for benefits is approved, how long will it take to receive my first check?

After the benefit waiting period of 30 calendar days, in most cases, STD checks are mailed directly to your residence on Wednesday of each week. You must utilize sick, vacation, or comp time for the first 30 days of leave in order to receive a paycheck.

What are intermittent and reduced leave schedule leaves?

Family Medical Leave (FMLA) may be taken intermittently or on a reduced leave schedule under certain circumstances. Intermittent leave is leave taken in separate blocks of time due to a single qualifying reason. A reduced leave schedule decreases an employee's usual number of working hours per workweek or per workday.

How do I enter my time in the time keeping system?

While on leave, your supervisor will enter your time in Kronos. Communicating with your supervisor is required during a leave of absence. Your health condition is private, and you need only communicate to your supervisor the need for a leave of absence, the duration, and a projected return to work date.



HOW SHOULD I REPORT AN ABSENCE?

Contact The Standard's Absence Management Service Center at: **800.715.2308**.

Please identify your employer, City of Frisco, when you call and provide policy number 760706.

— OR —

Log in at standard.com/absence.

Note: First-time users will need to create an account. The webpage has a step-by-step guide on how to do this.

What are the center's hours of operation?

Monday through Friday
7 a.m. – 7 p.m. Central Time

What about other times I'll be out?

For all other personal absences, please contact your human resources department.

Where do I send the completed forms?

If you're required to submit paperwork, please send the completed forms to:

Email:
CityofFriscoLOA@Standard.com

Mail:
Standard Insurance Company
Employee Benefits Division
PO Box 3877
Portland, OR 97208.

Fax:
You can also fax completed forms to
866.751.5174.

Have a question about your claim?

Call the Standard's Absence Management Service Center at 800.715.2308 or email CityofFriscoLOA@Standard.com

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How to report an intermittent absence?

When you miss work on an intermittent basis **you must report the intermittent time to The Standard within 7 days** of the missed work time. A failure to report timely results in an automatic denial of the missed time.

Follow these steps to use the self-service phone system for reporting intermittent time.

- Say “Report an absence” when prompted and you can report your time off without needing to speak to a representative.
- Provide the following information
 - Your leave number, which is located on correspondence received on your approved intermittent leave
 - Your date of birth
 - The date of absence
 - *Note: You may report multiple absences during one call. Dates can be today, or in the past, or in the future. However, each absence will be a separate entry during the same call.*
 - Type of absence
 - *Note: You’ll need to let the system know if your absence relates to your condition or is to attend a medical appointment.*
 - The number of hours you were scheduled to work, and the number of hours of leave taken for each day you’re reporting
 - A phone number where we can reach you in case, we need to contact you for further information
 - Once the automated intake is complete, you’ll receive a confirmation number to let you know that your absence report has been successfully submitted.

You can also report intermittent absences through The Standard’s absence management self-service web portal, which you can access from your computer, smartphone or tablet. Log in at Standard.com/absence.

First-time users will need to create an account. The website has a step-by-step guide on how to do this.

The website lets you:

- Report an absence for yourself
- View leave information and status

Don’t forget to notify your manager and follow City of Frisco’s normal absence reporting process.