

FMLA – Roles & Responsibilities

Managers/Supervisors

- Make employees aware of FMLA and FMLA resources on DAS HRE website, including Decision Tree and Leave of Absence Team contact information for FMLA reporting. (<https://das.iowa.gov/human-resources/fmla>)
- Ensure Employee accesses the Iowa WorkSmart Smart Guide to process Leave of Absence request in Workday.
- If the employee is unable to initiate their own FMLA request, process Leave of Absence request on behalf of employee and notify LOA@iowa.gov so arrangements can be made to provide the employee with FMLA paperwork.
- Carefully review all communications from the Leave Administration Team about their employees
- Ensure payroll and time-off items are addressed for their employees on Leave. Also ensure properly retained vacation is not applied, per the email communications from LOA@iowa.gov
- Pending cases are provisionally FMLA covered. Record absence as FMLA in Workday.

Employees

- Notify Manager/Supervisor of all absences per agency's policy.
- Refer to Decision Tree to identify when time off may be FMLA qualified: (<https://das.iowa.gov/human-resources/fmla>).
- Initiate Leave of Absence in Workday and read carefully through detail provided in Workday and email communications from LOA@iowa.gov.
- Follow all Business Process steps within Workday.
- Record related time-offs in Workday within 2 days of the need for time away on an already established Leave of Absence.
- Report Work Comp absences and Military Leave to management and LOA@iowa.gov.
- Request FMLA Leave of Absence to management and in Workday, even if eligibility requirements haven't been met.

Leave of Absence Team LOA@iowa.gov

- Review Leave of Absence requests in Workday
- Provide appropriate documents within Workday at initial request (Rights & Responsibilities, & Certification of Health Care Provider (CHCP) form within 5 business days of intake/leave request .
- Send eligibility notifications to Manager/Supervisor (ER) and Human Resources (HR).

Human Resource Contacts

- Assist employees and supervisors with FMLA requests and payroll system entries.
- Ensure Return to Work processes in Workday contain the correct dates and attachments when uploading and approving.
- Route all FMLA questions to LOA@iowa.gov.

Managers/Supervisors

- If FMLA is denied or if the employee is ineligible for FMLA, discuss other leave options with employee. Discuss 8 week leave or other options with Personnel Officer and report back to LOA@iowa.gov
- Ensure Return to Work is processed accurately in Workday for employee's on continuous leave for their own health condition and PRIOR to being in work status.
- Reach out to LOA@iowa.gov with any time discrepancies, questions or concerns.

Employees

- Within 15 calendar days of receiving FMLA Packet – Return completed Certification of Health Care Provider (CHCP) form to LOA@iowa.gov or via FAX to 515-242-5070.
- If there are issues getting the CHCP FMLA paperwork completed within the deadline, the employee must remain in contact with LOA@iowa.gov.
- Report absences on timesheet with appropriate time offs within 2 days of the need for time away.
- **Return to Work (RTW)** – Employees on continuous leave must submit a RTW form completed by their health care provider to their Manager/Supervisor before resuming work and will upload that document when processing back into work status in Workday.

Leave of Absence Team
LOA@iowa.gov

Receive CHCP, request additional info if needed & make determination.

- Within 5 business days of completed information, **Determination Notification will be sent in Workday and via email.**
- LOA@iowa.gov issues notifications throughout the initial request and Case Management process:
 - Employee eligibility
 - Determination
 - Intermittent time off request
 - Extension request
 - Incomplete form
 - Form reminder
 - Leave exhaustion approaching
 - Leave exhaustion

Managers/Supervisors – Employee Issues

- If an employee fails to initiate a claim within 48 hours of the initial absence, OR doesn't report the absence in Workday as FMLA and the Manager/Supervisor believes the leave should be coded FMLA, the Manager/Supervisor should discuss the leave situation with the employee.
- If the employee agrees the leave should be FMLA covered, the supervisor must direct the employee to request a Leave of Absence in Workday and notify LOA@iowa.gov.
- If the employee disagrees the leave should be FMLA covered but the Manager/Supervisor believes it is FMLA-qualified, the Manager/Supervisor will:
 - **Initiate** FMLA notify LOA@iowa.gov and may need to initiate the request in Workday on the employee's behalf if employees fail or refuses to report (must be within 2 weeks of start of absence).
- As a last resort, work with LOA@iowa.gov to discuss **designating** FMLA if sufficient information is known.

All requests for Exceptions, 2nd Opinions, Employer-Initiated Recertifications and FMLA Designations must be made from HR to DAS HRE Leave Administration Team at LOA@iowa.gov 3/2023