

Leave Administration Frequently Asked Questions (FAQs)

With the implementation of Workday in September 2021, the Department of Administrative Services (DAS) Human Resource Enterprise (HRE) centralized leave management for State of Iowa employees.

The Leave Administration Team in the DAS HRE Benefits Bureau manages leaves of absence related to:

- FMLA
- non-FMLA Medical
- Military
- Tracking Workers Compensation

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General Questions

Q. How secure is my information in Workday?

A. Workday has restricted access so the DAS Leave Administration Team has the only security to see this data. The DAS Leave Administration Team will not disclose personally-identifiable information to management, a third party, or any party outside of DAS unless authorized by the employee or required by law.

Q. Who can see my information?

A. Only the DAS Leave Administration Team will have access to the medical information provided to them by the employee's medical provider on the Certification of Health Care Provider. Management and human resources personnel will only be able to view dates of leave, the general reason for the leave (for example, employee health condition, family member health condition, birth of a child) whether or not FMLA applies, and FMLA status (pending, approved, or denied).

Q. Is it necessary for me to share my private medical information when applying for leave?

A. Employees are required to provide a complete and sufficient medical certification when requested by the employer in order to determine if a serious health condition exists and FMLA-protected leave should apply to an absence from work. Only basic information regarding the reason for the absence is necessary. If you choose not to share information sufficient to make an FMLA determination, FMLA can be denied and the absence will not be protected.

Q. What training on Workday is available?

A. The [WorkSmart Training Catalog](#) features Smart Guides, Job Aids, recorded webinars, and video snippets to help you navigate Workday. If you can't find what you need in the catalog, refer to the [Workday Support Guide](#) for assistance.

Employee Questions

Initial Leave of Absence

Q. How will I request an FMLA Leave of Absence?

A. Managing Leaves of Absence within Workday enables the State of Iowa to centralize leave administration for all types of leave (FMLA, non-FMLA medical, Military and tracking of Worker's Compensation). Instead of calling the Reed Group or logging into the LeavePro portal, you will be able to request a leave of absence in Workday via the absence calendar. This removes the need for two separate reporting processes as required before. It is important to note, however, you will still need to report all absences to your employer and continue to follow your agency's attendance policies and procedures.

Q. Can I open a brand new FMLA leave of absence on my phone in Workday?

A. Yes! Start on your Profile view with the cloud or picture in the blue bar. You should see three dots that will bring you to a list of Action items. Find "Time and Leave" and you will see the option to "Request Leave of Absence." Remember: This process is for starting a whole new leave - not entering dates and hours related to a leave already on your absence calendar.

Q. Will I receive paperwork like I did before?

A. Yes, the DAS Leave Administration Team will receive your request for leave of absence and will send you the required paperwork applicable to your leave via Workday. The Leave Manager will help you navigate through the new system and process. Most communication regarding the employee's leave of absence will be handled through Workday to the employee and Supervisor/Manager.

Q. Where will I send my completed documents?

A. You will upload them into Workday or your provider can send them directly to the DAS Leave Administration Team.

Reporting FMLA Absences

Q. Do I need to request/report my leave within a certain time frame on Workday?

A. An employee must provide the employer with at least 30 calendar days notice of his or her need to take foreseeable FMLA leave (i.e., birth of a child, adoption of a child, planned medical treatment). When the need for FMLA leave is unforeseeable, the employee must provide notice as soon as practicable. The absence must be resolved within the current pay period. As soon as practicable means as soon as both possible and practical, taking into account all of the facts and circumstances in the individual case. When an employee becomes aware of a need for leave less than 30 days in advance, it should be practicable for the employee to provide notice either the same day or the next business day. Untimely requests or failure to provide mandatory information to the employer may result in delay or denial of the FMLA leave.

Q. If I have a scheduled medical procedure and need to be out for several weeks, can I complete my Absence Calendar in advance?

A. Yes, it is ideal if you can do so. You would use the corresponding FMLA Time Offs for a continuous leave. Please see FMLA Smart Guide for Employees.

Q. My FMLA leave is intermittent. Why does my Workday Absence Calendar look like I am out of the office every day?

A. When you already have an approved Leave of Absence, it will show on your Workday Absence Calendar as a green line spanning the entire length of time of the approved leave. It serves as a placeholder to help you more efficiently request your related time off in the future. The line is only visible on your own calendar and for your HR Partner and Supervisor, not your coworkers or other team members.

Q. How do I know how many FMLA hours I have used?

A. You can view the FMLA hours that you have used in this fiscal year by looking at your Absence Calendar, FMLA Balance.

Getting Paid while using FMLA

Q. How do I receive pay while I am on a continuous or intermittent FMLA?

A. Select the corresponding FMLA Time Off on your Absence Calendar to ensure you are paid correctly. It is recommended that you use the menu options with arrows and avoid searching when reporting FMLA.

- Intermittent FMLA - Select: **Leave - Intermittent Time Offs**
- Continuous FMLA - Select: **Leave - Continuous Time Offs**

Q. Am I required to use all of my paid time offs?

A. You are required to use any appropriate accrued time off (sick, vacation, comp time, banked time) while you are on FMLA. Employees who are approved for FMLA leave are eligible to retain up to 80 hours of vacation on their first leave of each fiscal year. If you choose to participate, you will be notified of your option within Workday upon approval of your Leave of Absence. You cannot retain more leave than you have at the time you make your retention election.

This election must be made within Workday no later than seven days from the date of your Designation Notice and only your first election of each fiscal year will be permissible. If you utilize vacation and the balance falls below your elected vacation retention amount, your elected vacation retention will also reduce to match what you have available in your vacation balance. You will not be allowed to accrue back your original retention election.

Leave without pay: Once you have exhausted your applicable paid time off, the remainder of your FMLA leave will be leave without pay.

Returning to Work

Q. I have been on FMLA for the last six weeks recovering from an illness. Must I have a doctor's note to return to work?

A. Yes, you must provide your Manager or [Human Resources Associate](#) (HRA) with a Return to Work note on or before the date you return.

Manager Questions

Initial Leave of Absence

Q. How will I know if my employee initiates and is eligible for an FMLA leave of absence?

A. When an employee requests a leave of absence in Workday, the Manager will receive a notification in their Workday Inbox. This notification shows the type of leave and the expected duration. You can find this notification under the “Bell” in your Workday Inbox. This notification indicates the FMLA is provisionally approved by the DAS Leave Admin Team. The employee may begin to report absences by using the corresponding FMLA Time Offs.

Q. What if my employee goes out on an unexpected continuous FMLA leave and isn’t able to initiate a request?

A. As a Manager, you can request a leave on the employee’s behalf. When you initiate the leave request, estimate a time frame for the leave of absence. If you aren’t sure, please note that in the comments section on the request.

Helpful Resource: If you aren’t sure whether the employee’s situation is one that qualifies for FMLA, refer to the [LOA Decision Tree](#).

Reporting FMLA Absences

Q. How will I know when my employee requests an intermittent FMLA absence?

A. Once an employee is provisionally approved for Intermittent FMLA, they can request an absence by selecting the appropriate Intermittent FMLA time off (sick, vacation, etc). These will first route to the employee’s Manager for approval and then to the DAS Leave Admin Team for final approval.

Q. If my employee has a scheduled medical procedure and is going to be out for several weeks, can they complete their Absence Calendar in advance?

A. Yes, it is ideal if the employee can do so. The employee would use the corresponding FMLA Time Offs for a continuous leave. Refer to the [FMLA Smart Guide](#) for guidance.

Approval of FMLA with parameters

Q. You mentioned that I will receive an alert when my employee has their leave “provisionally approved”. When will the leave be designated as approved (fully approved)? How will I know?

A. Once the DAS Leave Manager approves the parameters on the leave of absence, a notification in Workday will be sent to the Manager’s Inbox. You can find this notification under the “Bell” in your Workday Inbox. This notification indicates the FMLA is approved by the DAS Leave Admin Team and parameters are viewable in the Leave Claim ID section of Workday found under the employee’s profile (Personal, Additional Data tab).

Note: Employees with active FMLA leaves prior to Workday implementation, were migrated over and didn’t follow the Absence Business Process. In this case, you would not be receiving notifications in your Workday Inbox. However, you can view the details of their FMLA leave in the Leave Claim ID section. If the Leave Claim ID shows “pending”, we are likely still awaiting clarification from the employee.

Getting Paid while using FMLA

Q. How does an employee receive pay while using intermittent or continuous leave?

A. An employee would select the corresponding FMLA Time Off on their Absence Calendar to ensure they are paid correctly. It is recommended that you use the menu options with arrows and avoid searching when reporting FMLA.

- Intermittent FMLA - Select: **Leave - Intermittent Time Offs**
- Continuous FMLA - Select: **Leave - Continuous Time Offs**

Q. Does an employee receive holiday pay while using intermittent or continuous leave?

A. An employee is eligible for holiday pay if they are using paid time offs for their scheduled working hours immediately before the holiday and after the holiday. In order to track the FMLA hours, a time off would need to be entered for the holiday only regardless of using paid time off or using unpaid time off.

- If the employee is eligible for holiday pay, leave the holiday pay on the calendar and then select FMLA Holiday Paid and enter the scheduled working hours on the request.
- If the employee is ineligible for holiday pay, remove the holiday pay from the calendar and then select FMLA Holiday Unpaid and enter the scheduled working hours on the request.

Absence Management

Q. How will I know if my employee might need to request FMLA?

A. There are several scenarios that may alert you. The employee is absent for several days, or they mention an immediate family member's serious medical situation or overnight hospitalization.

Helpful Resource: If you aren't sure whether the employee's situation is one that qualifies for FMLA, refer to the [LOA Decision Tree](#).

Q. Am I expected to review the parameters and question my employee if they are exceeding the parameters for their intermittent FMLA?

A. The Manager is not required to view the parameters on the employee's leave when each absence is requested in Workday. The Leave Manager will review the absence request and determine whether the employee is staying with their approved parameters.

FMLA Balance

Q. How do I know how many FMLA hours my employee has used?

A. You can view the FMLA hours that an employee has used In this fiscal year by looking at their Absence Calendar, FMLA Balance.

Q. I noticed one of my employees has a negative FMLA balance and the other one has a positive balance. Why is that?

A. FMLA Balances that were brought over from HRIS had shown as a negative balance. The FMLA balance in Workday has been updated for all employees. Now your employees FMLA balance will display as a positive. This number is the plan year allotment (12 weeks x FTE) minus hours used this plan year.

Request Return From FMLA leave

Q. Does my employee need to provide a medical release upon returning to work?

A. Employees will follow the [Smart Guide](#) to “Return” from their continuous leave of absence. They must provide a Return to Work note on or prior to the date they return, in order to be in work status. HR Partners, or Manager may also return the employee from a continuous leave, provided they receive the Return to Work documentation from the provider. That will need to be uploaded into Workday.

Basic Definitions

- **Provisionally Approved** - The employee has met the FMLA eligibility requirements and may start reporting absences as needed.
- **Approval with Parameters** - The employee and their medical provider have returned a completed Certification of Healthcare Provider (CHCP) and the Leave Manager has approved the leave with the duration, time and frequency.
- **Continuous FMLA** - This type of leave is typically for more than 3 calendar days and used consistently for a duration of time.
- **Intermittent FMLA** - This type of leave typically has sporadic absences of incapacity, office visits or reduced schedule potentially lasting over the course of six months to a year.

For more information, contact the DAS Leave Administration Team at LOA@iowa.gov.