

# FMLA Leave Process

## STEP 6: Returning to Work

Before an employee may return to work from continuous leave due to his/her Serious Health Condition, a Return to Work (RTW) form must be completed by the health care provider and returned to the Manager/Supervisor.

## STEP 5: Case Management

Reed Group remains in contact with all parties during leave and provides ongoing notifications specific to the employee's FMLA case. (See Notification Definitions.)

Managers/Supervisors:

- Can run LeavePro reports to track FMLA leave(s) and to verify FMLA time codes and timesheets before approving. Recommended report = Notification Changes Detail Report for both Continuous and Intermittent absences.
- Notify HR to address timesheet discrepancies.

## STEP 1: Initiating FMLA Leave Request

Employees must notify Reed Group (RG) within 30 calendar days prior to an FMLA-qualifying absence or 2 business days after the start of the absence: 844-507-5393 (toll-free; answered 8a-8p, M-F).

After the 2 business day reporting deadline, the Manager/Supervisor or HR has up to 2 weeks to report an employee's absence.

RG will automatically deny leave requests outside reporting deadlines.

HOWEVER ... In the event of extenuating circumstances, HR may request an exception via the DAS HRE FMLA Program Manager. (Reed Group will only grant exceptions submitted by the FMLA Program Manager.)

Before taking FMLA leave or as soon as possible, employees should contact their Manager/Supervisor or HR for 3 forms: Leave Retention (may retain up to 80 hours of vacation if accrued at time of election), Return to Work (required for continuous absences due to employee health conditions), & Job Description/Essential Functions (for absences due to employee health conditions).

## STEP 4: FMLA Notification

RG sends determination notification to the Employee, Manager/Supervisor and HR within 5 business days of receiving completed paperwork. If approved, a case is opened.

## STEP 2: Eligibility & CHCP

Following intake, RG sends employee: Eligibility Notification, Rights & Responsibilities, and Certification of Health Care Provider (CHCP) within 5 business days.

Eligibility Notifications are also sent to Manager/Supervisor and HR. (Even employees who do not meet eligibility requirements should report absences to RG.)

Certification forms must be completed by the employee and health care provider and returned to Reed Group within 15 calendar days. (Reed Group may grant a 10-day extension at the employee's request if circumstances warrant.)

## STEP 3: FMLA Determination

RG receives completed CHCP forms and makes FMLA determinations within 5 business days.

If the paperwork is received but is incomplete or unclear, Reed Group will return the CHCP with a 7-day cure notice.

If the CHCP is not received, Reed Group will send reminders before denying the claim. Once a claim is denied, it may be overturned if completed paperwork is received.

(CHCP not required when Sedgwick verifies Work Comp claim.)



For FMLA determinations or to report Military Leave, contact Reed Group.  
Toll-Free: 844-507-5393 (8am-8pm, M-F)  
Email: [StateofIowa@ReedGroup.com](mailto:StateofIowa@ReedGroup.com)  
LeavePro portal: [stateofIowa.leavepro.com](https://stateofIowa.leavepro.com)  
Fax: 720-456-4790



**DAS HRE FMLA Webpage:**  
<https://das.iowa.gov/human-resources/fmla>

Requests for Exceptions, 2<sup>nd</sup> Opinions, Employer-Initiated Recertifications, or FMLA Designations must be submitted in writing by the agency's Human Resource contact to the DAS HRE FMLA Program Manager: [FMLA@iowa.gov](mailto:FMLA@iowa.gov).