

FMLA and REED Group

Know Your Rights for FMLA Job-Protected Leave



To reach the Reed Group, call 844-507-5393 (8 a.m.-8 p.m., M-F)

To access your online record with LeavePro, visit

<https://stateofiowa.leavepro.com/Default.aspx>

The Family and Medical Leave Act (FMLA) is a federally mandated program entitling eligible employees to unpaid, job protected leave for specific personal and family medical and military reasons. In addition, FMLA allows for continued group health insurance coverage under the same terms and conditions as if the leave had not been taken. If eligible, State of Iowa employees may receive up to 12 work weeks of FMLA leave in a fiscal year and up to 26 weeks of Military Caregiver Leave in a single 12-month period. The State of Iowa has contracted with Reed Group to serve as the third party administrator to ensure Federal compliance with this program.

Your Responsibilities:

- Complete Forms – This includes Health Certification (CHCP) including both your employee statements and your provider statements
- Follow Reporting Procedures – Outlined in the State of Iowa handbook and your agency-specific policies
- Reach out to your Supervisor and Human Resources Associate – they will need to know the dates you will be gone and will provide you with information related to insurance, leave, and other related programming
- Contact the Reed Group – you may reach out to them via phone, FAX, or the online LeavePro self service portal

Important Notes:

- Your provider does have the right to charge you a fee for completion of FMLA paperwork which is not reimbursed by the State but can be submitted through your Health Flexible Spending Account if you are enrolled in one.
- Your supervisor may ask you the following:
 - What is the reason for your absence?
 - Will you or your family member see a doctor?
 - What are the dates of your actual or anticipated absence(s) and when did you first know you would need to be absent?
 - Have you previously taken leave for this condition?
 - Why are you unable to perform your job?
- You may need to follow up with the Reed Group about certification questions or denials, notifications you receive, changes in your reported times, etc.

FMLA Leave Types:

What type of leave are you requesting?

- **Continuous leave** is defined as absence for a continuous period of time, exceeding three calendar days, up to 12 weeks in a fiscal year.
- **Intermittent leave** is defined as being absent in separate blocks of time. This can be hourly, daily or weekly increments and is often used for recurring medical appointments, flare-ups of a condition, or ongoing treatment. For this type of leave, you will need to specify with Reed Group whether you will have periods of incapacity and/or absences related to office visits.
 - **Incapacity** is defined as flare-ups of your condition that require you to be off work, aside from your office visits.
 - **Office visits** are defined by your provider with the frequency they will need you to return to their office for check ups.
 - **Reduced schedule** is defined as reducing the amount of hours you work per day or per week as instructed by your provider related to our recovery period.
- For whom are you requesting leave? FMLA leave can be requested for you, your spouse, a parent, your child under age 18, or an adult child who is incapable of self-care with a serious health condition.

Please visit the [website](#) for more details about Military exigency and/or other qualifying relationships.

Common Absences to Report:

- More than three consecutive calendar days absent requiring prescriptions or doctor visits
- Medically necessary surgeries, procedures or hospitalizations

- Pregnancy – at your first related absence from work
- Chronic conditions requiring two or more visits per year for the same condition
- Permanent or long term conditions requiring ongoing supervision from your provider, such as Alzheimer’s disease, cancer, etc.

These conditions are NOT typically FMLA covered: Colds, upset stomachs, ear aches, headache (other than migraine), routine dental and orthodontic care, or cosmetic treatments other than restorative.

Be sure to contact Reed Group and consult the [Decision Tree](#) for more information regarding what to report.

The process:

- During your call
 - Reed Group determines your eligibility
 - Makes a preliminary decision on whether this likely meets FMLA criteria and
 - Sends your certification packet to you.
- Upon receipt of your certification packet
 - Review your rights and responsibilities provided with your packet
 - Complete the employee portion with your provider
 - Have your provider complete their portion
 - Confirm that they match, no blanks are left and dates or details are not ambiguous
 - Send fully completed packet to Reed Group
- Begin reporting your absences right away. Once you have initiated your request, you are considered provisionally approved. Reed Group will make their determination later but you must follow reporting processes right away.
- Your certification may be denied for several reasons, some of which are:
 - Certification not returned
 - Insufficient information
 - Improper employee reporting procedure

If you receive a denial, review it carefully and discuss with either Reed Group and your supervisor or your HRA to see if there are other actions you need to take.

Helpful Hints:

- **Maintain control and keep copies of your entire packet** - Have the provider complete the packet while you are there and review their information to ensure it matches exactly what you have indicated in your employee portion. Remain in charge of submitting the full and completed packet back to Reed Group. Keep a copy! If you receive it back for further clarification (which is common) they may send you a blank packet but will indicate which portions need fixed or clarified.
- **Common reasons your paperwork gets returned** - Your paperwork may be returned if the provider information does not match the employee portion or the provider information is not clear and accurate (for example, dates must be specific: “April xx, 20xx – May xx, 20xx” instead of "4-6 weeks"). While still at the provider’s office, it will be helpful to review the documents to be sure information is complete, clear, and detailed.
- **Travel time and HRIS time matching** - Discuss with your provider including travel time in. For example, if your appointment is two hours from where you live, have your provider include that in the amount of time they indicate for your appointment. Times reported to Reed Group are posted on LeavePro. Your supervisor must match them exactly with the HRIS timesheet. If an appointment goes long, gets cancelled, etc, and the time is recorded on the timesheet differently than what's been reported to Reed Group, the timesheet cannot be approved until the reconciliation has been handled.
- **Self-report window and reporting timelines** - You only have two business days to report your FMLA related absence to the Reed Group and you must also follow your agency absence reporting procedures. After your two-day self-report window passes, your supervisor must report for you within two weeks and may coach or discipline you for not following policy. It is important to contact Reed Group right away to report or correct your time away from work.

This is intended as a quick reference guide. For more detailed information, please visit:

<https://das.iowa.gov/human-resources/fmla>