



Questions & Answers on FMLA

March 2011

1. Why is the University of Notre Dame partnering with CareWorks USA for FMLA administration?

Answer:

- To comply with increasingly complex federal regulations and tracking requirements.
- To create a consistent and fair process for all employees of The University of Notre Dame.
- To provide a central resource for the administration of leave related issues for exempt and non-exempt staff.
- To ensure all eligible employees receive the appropriate benefits.
- To create a streamlined process and ease of administration.
- To be competitive with other employers and recognize the need for personal and home life/work balance.
- To protect the integrity of the medical information necessary for the management of FMLA requests.
- Overall efficiency in Absence Management procedures.

2. Do I have to call CareWorks USA each time I am absent?

Answer: Yes, if you are absent due to an FMLA qualifying reason you must contact CareWorks USA as soon as you become aware. According to University of Notre Dame policy, you must also call your supervisor. If you are calling off for reasons not related to FMLA (i.e. child care issues, non-military related, car won't start, or a short-term illness of less than three full consecutive days that does not qualify for FMLA), you are not required to call CareWorks USA; you must still call your supervisor. When in doubt, please call CareWorks USA at 1-888-436-9530 and they can instruct you appropriately.

3. What if I do not call CareWorks USA?

Answer: If you do not contact CareWorks USA to report your FMLA absence, you may experience a delay in or a denial of FMLA benefits. In addition, you will be violating a University policy that may lead to corrective action.

4. Can CareWorks USA override my physician's statement?

Answer: CareWorks USA will not override a physician; however, they will approve leave time based on qualifying condition(s).

5. Whose responsibility is it to ensure all the paperwork is completed?

Answer: It is ultimately the employee's responsibility to make sure the paperwork is completed by their health care provider and returned to CareWorks USA prior to the applicable deadline.

6. How will signing the back of the CareWorks USA wallet card benefit me?

Answer: The back of the CareWorks USA wallet card is a shrunken down version of a medical release form. In an effort to be proactive, you may sign this card and have your physician's office make a copy of it to keep on file. This will assist CareWorks USA in being able to obtain the necessary medical information from your provider to make a determination on a request. Signing

the card is optional to employees and is meant to expedite the FMLA management process.

7. Do I need a claim number?

Answer: A claim number is not required unless you have already initiated a request with CareWorks USA and a claim number has been assigned to you. If a claim number has already been assigned to you, you may indicate this on the back of the wallet card next to claim number.

8. To whom do I return the completed medical certification forms?

Answer: Either you or your health care provider should return forms to CareWorks USA via mail or fax to 1-888-436-9535. Medical forms are not to be returned to your manager.

9.. Do I have to submit a doctor's note each time I take intermittent FMLA?

Note: An intermittent leave is one in which you are approved to take time off from work on a periodic basis rather than on a continuous basis.

Answer: No, unless you exceed the frequency and duration as previously approved by CareWorks USA. Should you exceed the frequency and duration of your certified leave or the circumstances of your leave change, you may be asked to provide additional medical certification.

10. Can I take FMLA in less than whole day increments?

Answer: Yes, an approved intermittent FMLA can be taken in whole day, half day, hours or minutes.

11. How often do I have to re-certify for a lifelong condition?

Answer: Generally, every six (6) months unless the circumstances surrounding your need for leave changes (i.e. you exceed the frequency and duration previously certified by your health care provider).

12. What are the hours I can call CareWorks USA?

Answer: You may call CareWorks USA 24 hours a day, seven days a week at 1-888-436-9530. If the assigned Lead Disability Specialist is unavailable, you may speak to someone else.

13. Where is CareWorks USA located?

Answer: CareWorks USA's headquarters are located in the Columbus, Ohio suburb of Dublin. All calls will be answered by someone in Ohio.

14. Is my medical information secure with CareWorks USA?

Answer: Yes, CareWorks USA is HIPAA compliant and will maintain the privacy of your medical information. In addition, CareWorks USA does not have access to your entire medical record. They only request supporting medical information to substantiate the reason(s) for which your physician has indicated you need to miss work and/or work a reduced schedule or transitional duty. A few individuals in the benefits area of the Office of Human Resources will have secure access to CareWorks USA FMLA information. Supervisors will be advised by CareWorks USA of approved FMLA for staff in their area of responsibility but will not have access to any medical information.

15. What if I already have a certified Family Medical Leave?

Answer: Prior to the transition date of April 4, 2011, CareWorks USA and The University of Notre Dame's Human Resource Representative will review all active Family Medical Leaves. Once this review takes place, a CareWorks USA Disability Specialist will call and discuss your leave with you personally.

16. How do I benefit from this change to CareWorks USA?

Answer: You have access to CareWorks USA, 24 hours a day, seven days a week. CareWorks USA is staffed with professionals who can help ensure your FMLA paperwork is complete. CareWorks USA will help you get back to work as soon as possible. The process will be streamlined.