

How to report an absence including Family & Medical Leave Act (FMLA) or Short Term Disability (STD)



Login to the Kent County Absence and Leave Reporting System at kentcounty.abiliabsenceus.com. If you do not have access to the internet, call the automated system at [888.349.5917](tel:888.349.5917).

When should I report my absence?

Login or call the Kent County Absence and Leave Reporting System as soon as you know you will be absent from work for an FMLA-qualifying event or to request a Short Term Disability (STD) claim. If your need for leave is in the future, you must report your absence and request FML at least 30 days in advance. If your need for leave is less than 30 days in advance, you must report your absence and request FML on the same or next day that you learned you would need time off from work (e.g., doctor's appointment for a serious health condition, physical therapy, etc.).

Please Note: You must continue to comply with your department call-in procedure.

You may qualify for Family & Medical Leave

If you have a serious health condition that makes you unable to perform the functions of your job and expect to be absent from work for:

- ~ More than 3 consecutive calendar days,
- ~ Intermittent periods of time (non-consecutive hours or days away from work), or
- ~ Overnight stay in a hospital, hospice or residential care facility for any amount of time

Or for one of the following:

- ~ Birth of a child and care of a newborn child
- ~ Placement of a child with you for adoption or foster care
- ~ Care for a spouse, child or parent with a serious health condition
- ~ Qualifying Exigency reason(s) arising from your family member's military deployment
- ~ Care for a family member who incurred a serious injury or illness in the line of active military duty

The following reasons are available to request FMLA paperwork, a STD Claim form or report an absence related to a previously approved FMLA and/or a Short Term Disability leave.

- My own illness or injury
- To care for a family member
- Pregnancy
- Bonding with a new child
- Military related

What information will I need to report my absence?

- Your Employee ID Number
- Your full date of birth (mmddyyyy)
- Your last name (if using the online portal)
- The date of your absence(s)
- Your expected return to work date
- Who is the absence related to (yourself or a family member)?
- Is this absence related to a Short Term Disability or accident/sickness claim?

What happens next?

- You will receive a confirmation number when your absence is reported successfully. Please wait until you receive your confirmation number.
- Your immediate supervisor will receive a notification of your absence.

For Family & Medical Leaves

(Not related to Short Term Disability)

- Within one business day, your case manager will attempt to contact you to discuss the details of your leave request. Please note this call may come from an unknown number. You will receive a package from TELUS Health which will include information about your eligibility for Family & Medical Leave and your rights under FMLA, as well as further instructions regarding any paperwork you must provide. If you do not receive your packet, please contact your TELUS Health case manager.
 - Take the entire packet to your or your family member's health care provider for completion.
 - Please remember that it is YOUR responsibility to make sure the forms are completed and returned to TELUS Health by the due date listed.
 - Employees are obligated to maintain open and timely communication with both their supervisor (or department designee) and TELUS Health concerning any modifications or updates to the duration or status of their medical leave.

For Short Term Disability Leaves

If you indicate that you would like to file a Short Term Disability claim, you will receive a packet from TELUS Health which includes:

- A claim form with required sections for you and your health care provider to complete.
Please have this form completed and return to TELUS Health as instructed.
- A notice of eligibility for FMLA.

What happens if my Short Term Disability claim is approved?

- You will receive an Explanation of Benefits (EOB) listing the dates that you are approved for benefits and an Extension form for your health care provider to complete if you are unable to return to work at the expiration of your leave.
- TELUS Health will notify your employer's Human Resources (HR) Department of your disability claim approval and your anticipated return to work date.

What happens if my Short Term Disability claim is denied?

- You will receive an Explanation of Benefits (EOB) listing the reason for the denial of disability benefits and an explanation of how to appeal the decision if desired. Upon receipt of the EOB, you should contact your health care provider and your supervisor or HR Department to schedule your return to work date.
- You may still be eligible for leave under FMLA. Additional information may be required for approval of FMLA. TELUS Health will inform you of the process based on individual situations.
- TELUS Health will notify your HR Department that your disability benefits have been denied.

Return to Work

What can I expect while I am out on disability?

The goal of your employer and TELUS Health is to help you get well and return to work as quickly and safely as possible. During your disability, your employer may be able to accommodate your work restrictions. This could include job modifications or a reduced work schedule. TELUS Health will help coordinate your return to work with your health care provider and HR Department.

What should I do when it's time to return to work from a disability or extended Family Medical Leave for my own serious health condition?

- Contact your HR Department or supervisor to let him/her know the date you will be returning to work.
- You will be required to obtain an authorization from your health care provider to return to work. If you still have work restrictions present, please contact your TELUS Health case manager immediately to coordinate your return.
- Based on your company's policy, please bring this authorization to your supervisor, Human Resource or Medical department on your first day back to work.

What if I feel that I cannot return to work on the date my Short Term Disability is expected to end?

- You will need to submit a completed Short Term Disability Extension form to TELUS Health. Please feel free to contact your TELUS Health case manager to discuss your situation - they may be able to contact your health care provider for an update on your medical condition.
- Employees are obligated to maintain open and timely communication with both their supervisor (or department designee) and TELUS Health concerning any modifications or updates to the duration or status of their medical leave.

