

AbsenceProSM

Communication Touchpoints



BEGIN:

Leave of Absence Requested



END:

Employee Has Returned to Work

Request Packet	Reminder of Documentation Due	Notification of Document Received	Decision Packet	Maternity or Parental Date Confirmation	Return to Work Date Confirmation
What: Provides a summary of employee's request for leave of absence and includes notice of eligibility, relevant forms and instructions, and any supplemental material	What: Reminds the employee that the due date for their documentation is coming up	What: Notifies employee that a document has been received and is being reviewed	What: Provides a summary of a decision made on the employee's request for leave of absence and includes any additional forms, instructions, or supplemental material	What: Seeks confirmation of actual date of delivery or placement for Maternity or Parental Bonding Leaves	What: Notifies employees and requests confirmation that the end of their leave is approaching and a request for confirmation that they intend to return to work as scheduled
When: Within up to 5 business days of the request	When: 6 and 10 days from the original request and on the day before the due date to submit	When: Each time paperwork is received and uploaded into our system	When: Within up to 5 business days of receipt of sufficient and complete documentation	When: After the original estimated date of delivery or placement has passed	When: 2 weeks, 1 week, and 1 day before their estimated return to work date

ADDITIONAL NOTIFICATIONS

Undeliverable Email	Unprotected Absence	Failed Fax
When: Daily each time an email comes back as "undeliverable"	When: Daily upon receipt of tracking that is not protected	When: Daily each time an attempted fax to a health care provider comes back failed

How It's Sent

Employees have the option to receive Request and Decision Packets by email or postal mail.

All other notifications are sent via email, phone, or text depending on the type of notice and the employee's preference.