

AbsencePro Employee Experience

AbsencePro provides you with quick access to experts who will answer questions, review guidelines and provide information regarding a job protected medical or family leave of absence.



Submit Your Leave | 15 Minutes

- Submit your FMLA/short-term disability (STD) leave information to the Absence Management Team via online or phone
- Absence Management Team handles the FMLA claim and completes the STD intake questions

Employee Submits
Info to Absence
Management Team



Physician Completes Medical Documents

Your physician must complete within 15 days the medical certification document and attending physician statement

- Absence Management Team sends to your physician OR
- You provide the documents to your physician

You or your physician sends the completed medical documents to the Absence Management Team

Physician Submits
Info to Absence
Management Team



Absence Management Team Reviews Documents

Absence Management Team receives the completed documents and reviews them in order to render a decision

Absence
Management Team
Reviews Info



Absence Management Team Renders Decision 5 Business Days*

You are then notified of the decision via phone, email or mail and provided with next steps, if necessary

Absence
Management Team
Notifies Employee

GET STARTED!

Online: AbsencePro.absencemgmt.com



*Estimation; Once the Absence Management Team receives all completed documentation

AbsenceProSM Claim Submission Checklist



The following are step-by-step instructions on what you need to do to apply for a leave of absence.

Step #1:

Contact AbsenceProSM to notify your need for a leave by either the AbsenceProSM website or by phone:

Website: AbsencePro.absencemgmt.com
Phone: 877-365-2666, Monday – Friday
7:30 a.m. – 9:00 p.m. CST

Step #2:

Receive the Medical Certification Form from either your Leave Notification Packet sent by AbsencePro or download from AbsencePro.absencemgmt.com.

- The Medical Certification Form is time sensitive material. Be certain to check for the certification due date on your initial request letter provided in your FMLA Notification Packet.

Step #3:

Take the blank Medical Certification Form to either your or your family member's Health Care Provider.

- If your leave is not for medical reasons, please follow the instructions provided by the AbsencePro Specialist and/ or your Leave Notification Packet.

Step #4:

Ensure that AbsencePro received the completed Medical Certification Form prior to the certification due date. It is your responsibility to ensure paperwork gets returned in a timely fashion. If there are delays completing your forms, be sure to contact AbsencePro prior to your certification due date.

Return the completed Medical Certification Form to AbsencePro:

Fax: 1-877-309-0218
Email: Support@AbsencePro.absencemgmt.com
Address: NBC Tower – 13th Floor, 455 N. Cityfront
Plaza Drive, Chicago, IL 60611-5322

Step #5:

Receive and review the Decision Letter from AbsencePro. Please note the decisions are based on the certification completed by the health care provider. Notify AbsencePro if your leave was denied and you need clarification on next steps.

Step #6:

If approved for the leave, you will be responsible for keeping track of your available entitlement:

- Intermittent Frequency Leave: Be sure to report each intermittent FMLA absence to AbsencePro within 24 hours and follow your department's call-off procedures. All prescheduled appointments need to be tracked ahead of time with both AbsencePro and your company. Failure to call off to both parties may be subject to disciplinary action.
- Continuous Frequency Leave: Pay close attention to the date range on your Decision Letter. Your position at your company is only protected during that date range. To keep your entitlement accurate and ensure protection, please notify AbsencePro if your leave is any different than what was provided on the Decision Letter.

