

# Leave of absence experience

AbsenceResources® provides access to experts who will answer questions, review guidelines, and approve information regarding a job-protected medical or family leave of absence.

## Submit your leave (15 minutes)

- Submit your leave of absence information to AbsenceResources online or over the phone
- AbsenceResources handles the leave of absence and completes the intake questions
- Have your employee ID number and health care provider's name and fax number available prior to requesting your leave

## Receiving your leave request packet

- Work with your health care provider to ensure medical documentation is completed and returned to AbsenceResources within 15 days
- AbsenceResources will fax the documents to your physician (if authorized) or you can provide the documents to your health care provider
- Review the request packet and all attachments for important company information

## AbsenceResources reviews completed documents

- AbsenceResources receives the completed documents and reviews them in order to issue a decision
- AbsenceResources may reach out to you or your health care provider (if authorized) for any incomplete information

## AbsenceResources issues decision (5 Business days\*)

- You will be notified of the decision by email and/or postal mail and provided with the next steps, if necessary
- Please contact AbsenceResources with any leave updates or questions
- Notify AbsenceResources by telephone, online, mobile app, or email when you are ready to return to work
- AbsenceResources will proactively send notifications throughout the claim process to share details such as documentation pending and received, confirming delivery/placement date, as well as confirming return to work.

*\*Estimation: Once all completed documentation are received*



**Call:** 833-515-0767

**TRS:** Dial 711 **Fax:** 877.309.0218

**App:** AbsenceNow<sup>SM</sup>

**Online:** [absenceresources.com](https://www.absenceresources.com)

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