

# Leave of Absence Claim Submission Checklist

## City of Dallas Employees

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

### Step #1:

Contact FMLASource by either the FMLASource website or by phone:

- Website: [www.fmlasource.com](http://www.fmlasource.com)
- Phone: **1.833.515.0767** Monday – Friday, 7:30 a.m. – 9:30 p.m. CST

### Step #2:

Receive the Medical Certification Form from either your Leave Notification Packet sent by FMLASource or download from [www.fmlasource.com](http://www.fmlasource.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 FMLASource Specialist and/or your Leave Notification Packet.

### Step #4:

Ensure that FMLASource 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 FMLASource prior to your certification due date:

Return the completed Medical Certification Form to FMLASource:

- Fax: 877.309.0218
- E-Mail: [FMLACenter@FMLASource.com](mailto:FMLACenter@FMLASource.com)
- Address: FMLASource, NBC Tower – 13<sup>th</sup> Floor, 455 N. Cityfront Plaza Drive, Chicago, IL 60611-5322

### Step #5:

Receive and review the Decision Letter from FMLASource. Please note that the decisions are based on the certification completed by the health care provider. Notify FMLASource 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 FMLASource by midnight of the date of absence and follow your department's call-off procedures. All prescheduled appointments need to be tracked ahead of time with both FMLASource 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 to ensure protection, please notify FMLASource if your leave is different than what was provided on the decision letter.