

Benefits Service Center (BSC)

Leave of Absence Portal

USER GUIDE For *Employee* Use

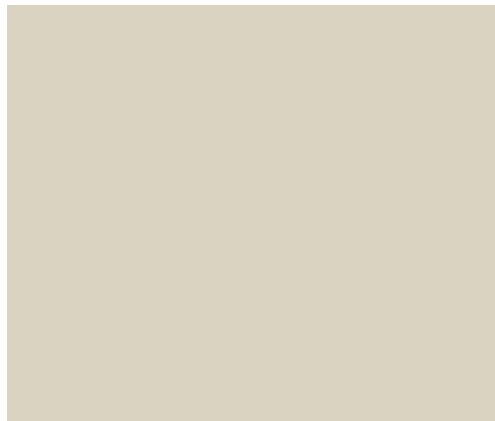
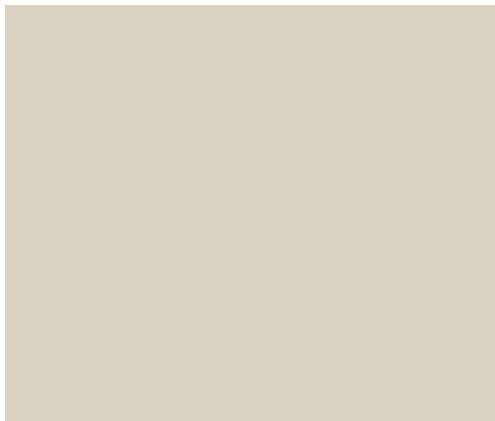


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SECTION 1: LOGGING IN TO BENEFITS SERVICE CENTER (BSC) LEAVE OF ABSENCE PORTAL

This portal is cloud-based, mobile friendly, and can be accessed through any internet browser. A valid e-mail address is required for portal use. If there is no e-mail address on file in Employee Central, or if assistance is needed to log in, contact the Benefits Service Center (BSC) at 866-481-4922.

What e-mail address should be used?

If there is a company provided business e-mail:

- Use the company provided e-mail
- Must be as it appears in Employee Central

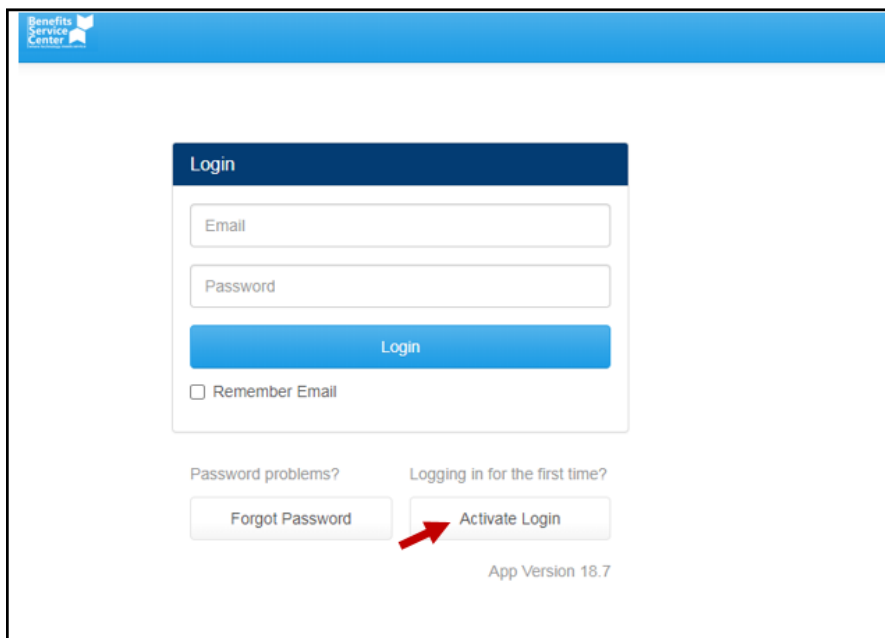
If there is NOT a company provided business e-mail:

- Use personal e-mail address
- Must be as it appears in Employee Central in "personal email" field

First Time Users

Below are instructions for accessing the portal for the first time and activating an account:

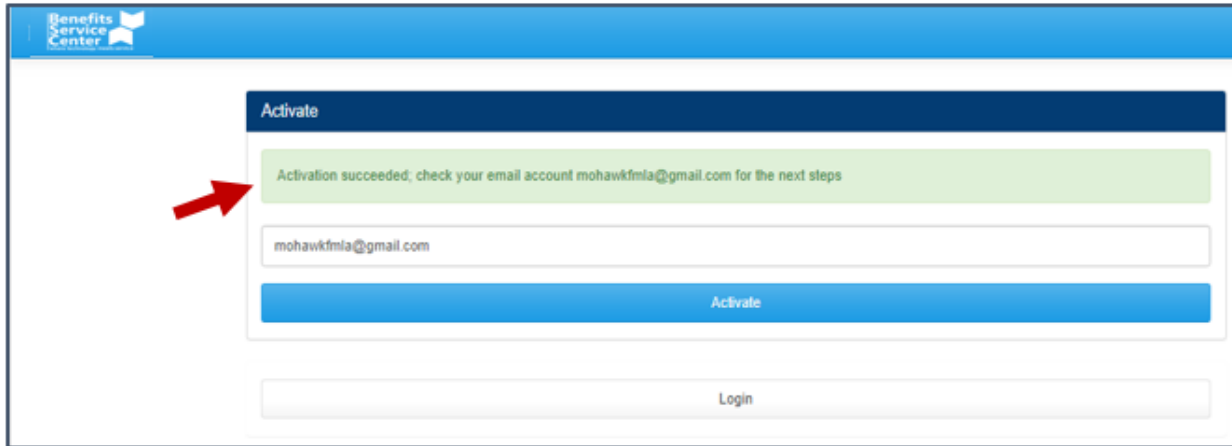
- 1) To access the BSC Leave Portal, visit: <https://bsc.force.com/eep>. First time users must click **Activate Login** to access the system.



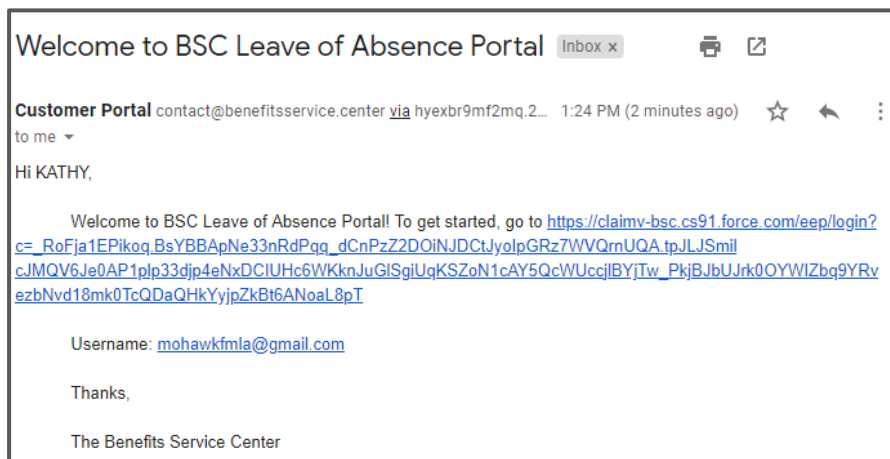
The screenshot shows the login interface for the BSC Leave Portal. At the top left is the 'Benefits Service Center' logo. The main content area is titled 'Login' and contains the following elements:

- An 'Email' input field.
- A 'Password' input field.
- A blue 'Login' button.
- A checkbox labeled 'Remember Email'.
- Below the form, there are two links: 'Password problems?' and 'Logging in for the first time?'. Under 'Logging in for the first time?' is a button labeled 'Activate Login', which is highlighted with a red arrow.
- Below the 'Activate Login' button is another button labeled 'Forgot Password'.
- At the bottom right of the page, it says 'App Version 18.7'.

- The email address must be entered on the activation screen. After activation, a confirmation message will display.



- Once the activation step is complete, an email will be sent to that email address with further instructions. Click the link contained in the email to access the system.



Logging in After Activation

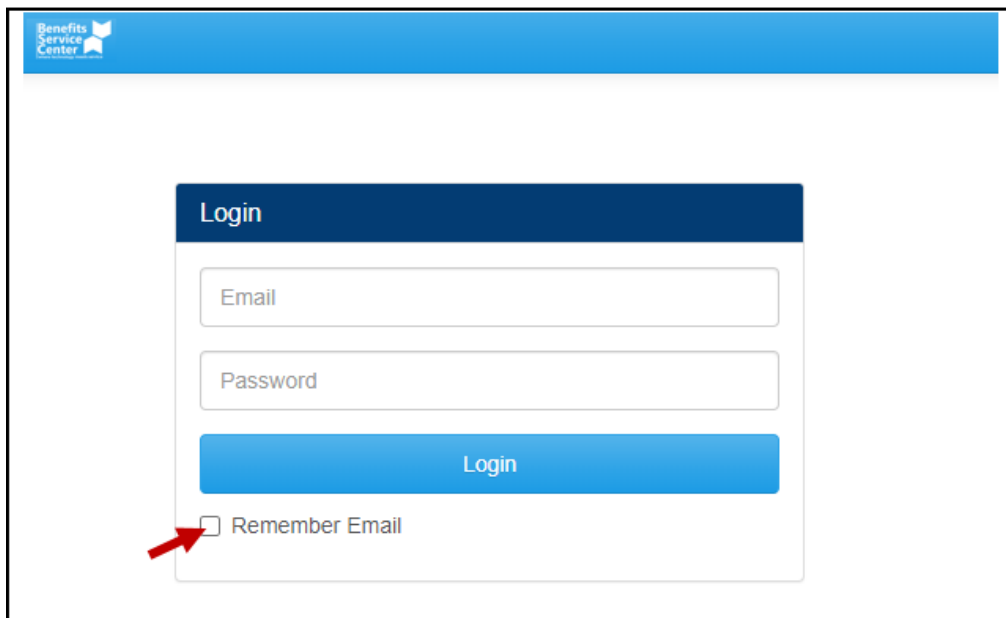
All subsequent sign-ins will be done through the same website: <https://bsc.force.com/eep> but will not require activation. Click **Remember Email** check box to have the system retain that information for future visits.

Creating a Password

When creating a password, keep in mind that it must contain the following:

- At least 8 characters
- Combination of letters and numbers
- Special characters not required but allowed

Passwords do not expire and do not need to be changed.

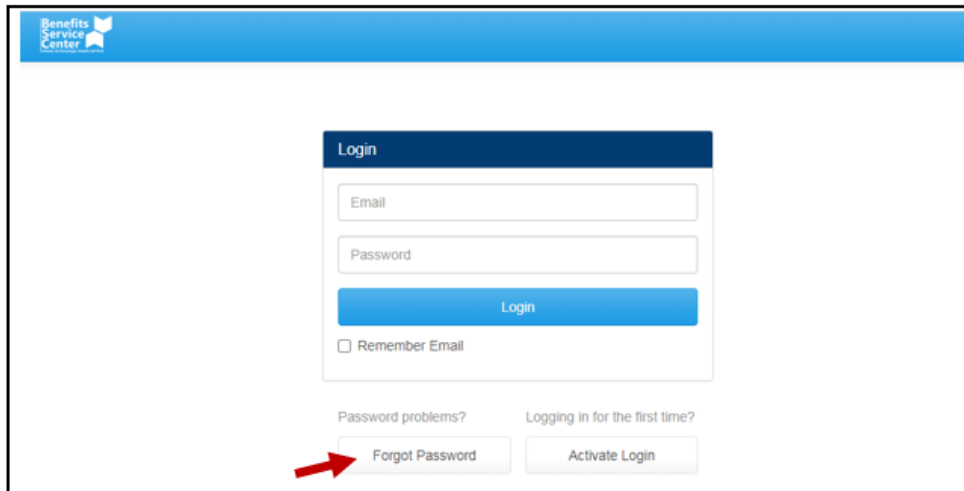


The screenshot shows a login interface for the Benefits Service Center. At the top left, there is a logo for the Benefits Service Center. The main content area features a dark blue header with the word "Login" in white. Below this header are two input fields: "Email" and "Password". Underneath the password field is a blue button labeled "Login". At the bottom of the form is a checkbox labeled "Remember Email", which is highlighted by a red arrow pointing to it.

Activation only needs to be completed once. If the company or personal e-mail address is changed for any reason, please be sure the new address is updated in Employee Central. Log in with the changed e-mail address and continue to use the same password for the account. Please note, there will be a delay before login is accepted with the new address. To expedite this process, please contact the Benefits Service Center (BSC) at 866-481-4922 for assistance.

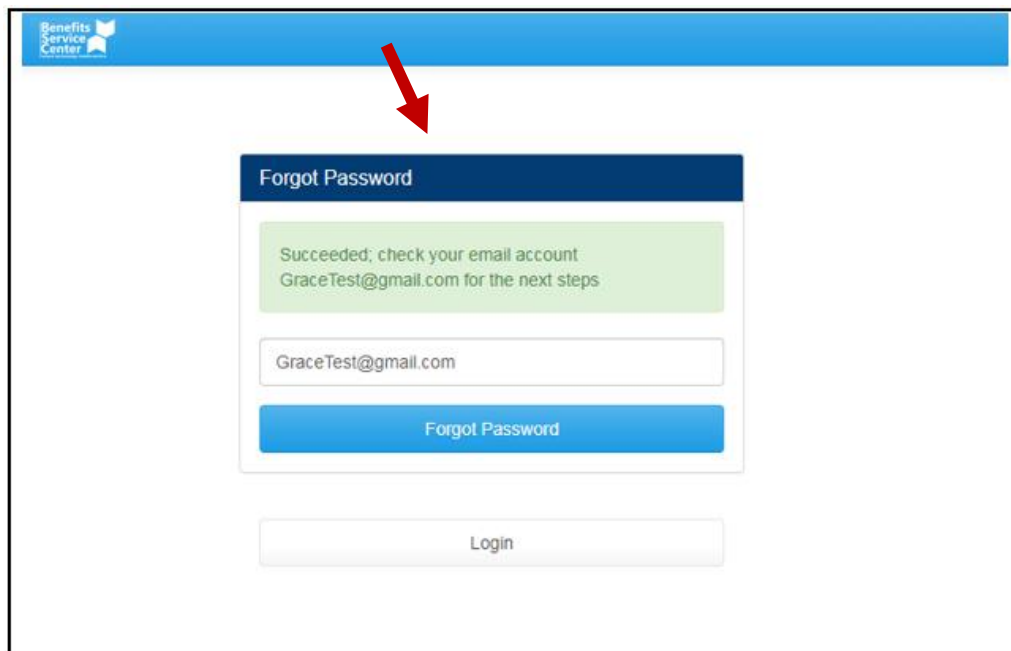
Resetting a Password

To reset a password, click **Forgot Password** on the portal homepage. A new screen will ask for the e-mail address.



The screenshot shows the 'Login' page of the Benefits Service Center. It features a blue header with the logo. Below the header is a 'Login' form with fields for 'Email' and 'Password', a 'Login' button, and a 'Remember Email' checkbox. Below the form are links for 'Password problems?' and 'Logging in for the first time?'. At the bottom, there are two buttons: 'Forgot Password' and 'Activate Login'. A red arrow points to the 'Forgot Password' button.

Once entered, a message will show to check the email account for next steps.



The screenshot shows the 'Forgot Password' page. It features a blue header with the logo. Below the header is a 'Forgot Password' form with a green success message: 'Succeeded; check your email account GraceTest@gmail.com for the next steps'. Below the message is a text input field containing 'GraceTest@gmail.com', a 'Forgot Password' button, and a 'Login' button. A red arrow points to the top of the page.

The portal e-mail will contain a link to enter and confirm a new password. The most recent password cannot be reused, but prior passwords can be reused. Passwords cannot be changed from within the portal, only through the **Forgot Password** button.

Unlocking an Account

After three (3) unsuccessful attempts at gaining access to the system, the user account will be locked. Contact the Benefits Service Center (BSC) at 866-481-4922 for help unlocking an account.

SECTION 2: EMPLOYEE / HOME LANDING PAGE

Upon login, the portal homepage displayed below will be seen. The Mohawk Industries, Inc. logo will always appear in the upper left corner.

The screenshot shows the portal homepage for user Billy TEST. The header includes the Mohawk Industries, Inc. logo and the user's name. The main content area is organized into five primary sections:









- Absence Claims:** Contains three options: "Start a new claim", "Add time to an existing claim" (with a notification badge '1'), and "View existing claims" (with a notification badge '1').
- Disability Claims:** Contains one option: "View existing claims" (with a notification badge '1').
- Absence Time Summary:** Displays five categories with pie charts and "Regulations" links:
 - Federal FMLA:** 10 weeks 10 hours remaining, 1 week 20 hours used.
 - Hawaii Bone Marrow:** 7 weeks remaining.
 - Hawaii Family:** 4 weeks remaining.
 - Hawaii Organ Donor:** 10 weeks remaining.
 - Hawaii Pregnancy Disability:** 10 weeks remaining.
- Forms and Information:** Contains "Leaves of Absence Policy Summary" and "Short Term Disability Summary".
- Help and Support:** Provides contact information: "Phone: 866-481-4922" and "Call the Benefits Service Center Monday - Thursday 8:00 AM - 6:00 PM & Friday 8:00 AM - 5:00 PM".

This page displays Absence and Disability Claims, Absence Time Summary, Forms and Information, and Help and Support. Additional information on each section is available in the following sections of this user guide.

Note: A session can be idle for up to 1 hour before it expires, and the user is logged out.



Forms and Information

This module contains all relevant forms and up to date information as it relates to leave of absence. Click on the link to download the form.

 Forms and Information	
Leaves of Absence Policy Summary	
Short Term Disability Summary	
Benefits Continuation Notification	
Physician's Return to Work Authorization Form	
2022 Disability & Leave Web Page	
Employee Leave Portal User Guide	
One America LTD Authorization Docusign Link	

Help and Support

The Help and Support section provides the BSC's contact information as well as FAQs to help with the leave of absence process. Clicking the phone number will connect the call directly, or the number listed can be dialed from any phone.

 Help and Support	
Phone: 866-481-4922	
Call the Benefits Service Center Monday - Thursday 8:00 AM - 6:00 PM & Friday 8:00 AM - 5:00 PM	

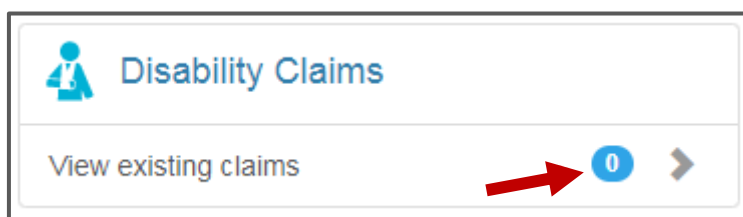
Absence Claims

The absence claims section provides details associated with any open or closed FMLA, state FML, or PFL leaves. More information on viewing the information is available in **Section 4: Existing Leave of Absence Options**.



Disability Claims

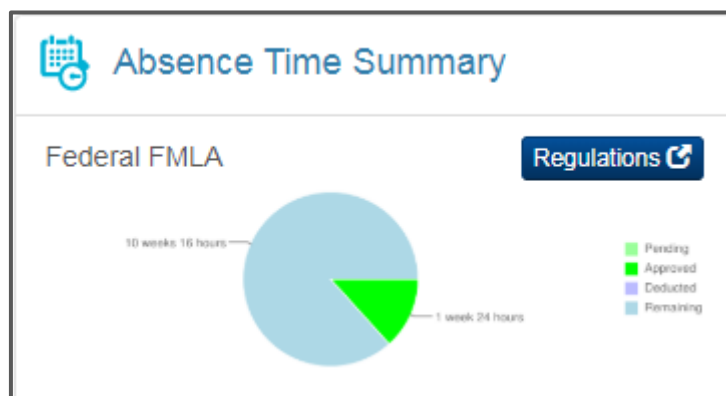
The disability claims section provides details associated with approved payments under the Mohawk Short Term Disability plan. More information on viewing the information is available in **Section 4: Existing Leave of Absence Options**.



The number to the right of the claim type indicates how many claims are present in the record.

Absence Time Summary

All Federal and state leave policies for which you may have eligibility will display under **Absence Time Summary**. If any time has been requested or used against any policies, the corresponding pie chart will reflect the status of the time.



By clicking the **Regulations** button, a related resource will open in a separate browser to provide additional details regarding the Federal or state leave policy selected.

The screenshot shows the 'Absence Time Summary' interface. It features two main sections: 'Federal FMLA' and 'New York Paid Family'. Each section includes a pie chart and a 'Regulations' button with an external link icon.

Federal FMLA: The pie chart shows 9 weeks of Approved leave (green) and 3 weeks of Remaining leave (blue). A legend indicates: Pending (light green), Approved (green), Deducted (purple), and Remaining (blue).

New York Paid Family: The pie chart shows 10 weeks of Remaining leave (blue). A legend indicates: Pending (light green), Approved (green), Deducted (purple), and Remaining (blue).

A red arrow points from the 'Regulations' button for New York Paid Family to a detailed help page. The help page is titled 'Absence Leave Help / New York Paid Family' and includes links for 'New York Paid Family Leave' and 'Absence Specification'. It also lists 'Covered Employers', 'Employee Eligibility', and 'Entitlement'. A table at the bottom shows the number of employees for each month.

Year	Month	Number of Employees	Number of Employees	Number of Employees
2018	12	100	100	100
2019	01	100	100	100
2019	02	100	100	100
2019	03	100	100	100

Section 3: Requesting a New Leave of Absence

Leave Types: Continuous, Intermittent, and Reduced Schedule

There are different leave types available, and additional information regarding each type of leave can be found below:

Continuous Leave

Continuous leave is time that is taken all at once and is not broken up by periods of work. Continuous leaves are typically for absence periods of three consecutive days or longer. Examples of continuous leave reasons include, but are not limited to pregnancy, surgery, receiving treatment for a medical condition that requires absence from work, caring for a family member with a serious health condition, bonding with a newborn child, or military service.

Intermittent Leave

Intermittent leave involves the use of days or hours, broken down into increments, to care for a family member with a serious illness or to receive treatment for a chronic or serious illness. Examples of intermittent leave reasons include attending doctors' appointments to receive treatment for a medical condition, or missing work due to a "flare-up" or an episode of a chronic medical condition.

Reduced Schedule

Reduced schedule leave allows for reduced hours worked per day or per week and can be used for care of a family member or to care for a serious medical condition.

Family Relationship Types

Federal FMLA guidelines recognize the following family relationships only: parent, spouse, or child. Depending on the state worked in, not all family relationships qualify for leave. Please contact the Benefits Service Center for more information on caring for a family member.

The screenshot shows a web form for requesting leave. The header includes the Mohawk Industries, Inc. logo, the user name 'Naomi TEST', and a 'Log Out' button. The form contains the following fields and options:

- What is your family member's name? (Text input field)
- What is this family member's relationship to you? (Dropdown menu with options: Child, Domestic partner, Grandchild, Grandparent, In-law, In loco parentis, Next of kin, Other, Parent, Sibling, Spouse)
- What was the first date of injury/illness? (Text input field)
- What was the first day of treatment? (Text input field)
- Was there or will there be hospitalization? (Text input field)
- Do you have a follow up appointment? (Text input field)
- Who is the treating physician? (Text input field)

Military Leave

There are several different types of military leave options from which to choose; for questions about what options are applicable, please contact the Benefits Service Center at 866-481-4922 for assistance. **There are three main pieces of information that need to be provided in the initial request, as shown below:**

The screenshot shows a web form titled "Absence - New Claim". It contains two main sections. The first section has two dropdown menus: "What is the absence reason?" with "Military Leave" selected, and "What type of leave are you requesting?" with "Continuous" selected. The second section is titled "Military leave" and includes a sub-header "Leave to care for an injured service member or for a qualified need or demand due to short notice deployment". It contains three dropdown menus: "What is the military status of the family member?" (labeled with a green '1'), "Who is the family member?" (labeled with a green '2'), and "What type of military leave are you taking?" (labeled with a green '3').

Active
Veteran
Reserves

1

Status

Myself
Parent
Spouse
Child
Next of kin
Domestic partner
In loco parentis
Other

2

Who

Medical
Exigency
Death
USERRA
Emergency response

3

Type

Please use the grid below as a guide for requesting military leave through the leave portal:

Reason	Status (# 1)	Who (# 2)	Type (# 3)
Employee's Own Deployment	Active	Myself	USERRA
Family Member's Deployment	Active	Parent, Spouse, or Child	Exigency
Care of an Injured Service Member	Active or Veteran	Parent, Spouse, Child, Next of Kin, or in loco parentis	Medical

How to Request a New Leave of Absence

The portal allows for new leave claims to be started.

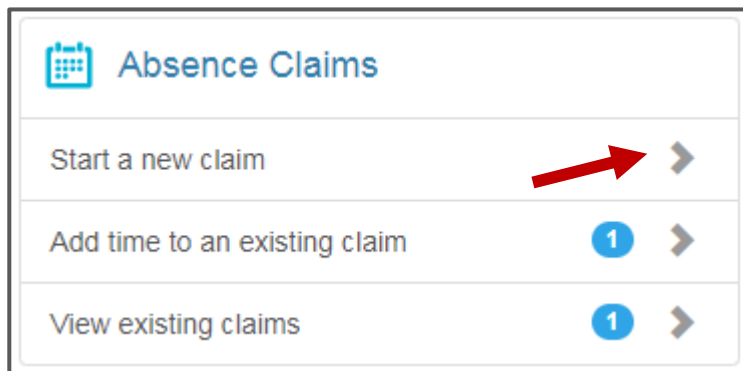
Always create a new leave as an **Absence Claim**. If disability is needed, the disability claim will auto-create upon creation of the absence claim.

The most important elements for leave entry are as follows:

- Leave reason: own or family
- Type: continuous, intermittent, or reduced schedule
- Start and end dates

New Absence Claim – Continuous

To start a new leave request, select **Start a new claim** under the Absence Claims heading in the top left corner of the homepage.



Example: Request for Employee’s Own Illness or Injury – Continuous

Step 1: Absence – New Claim. The absence reason and type of leave (continuous, intermittent, or reduced schedule) requested must be selected.

Definitions

- **Continuous:** time taken in a block of time, typically three or more consecutive days
- **Intermittent:** time taken in hours or one day for your own serious health condition or to care for that of a family member
- **Reduced Schedule:** time taken that allows for reduced hours worked per day or per week

New Absence Claim – Continuous (continued)

The absence reasons are listed below in the dropdown.

GRACE TEST

Absence - New Claim

What is the absence reason?

What type of leave are you requesting?

Employees own illness or injury
Leave to care for your own serious health condition

Is this claim for an illness or an injury?

Is this a work related injury or illness?

Employees Own Illness or Injury
Adoption/Foster Care
Bereavement
Blood Donation
Bonding
Bone Marrow Donation
Care of a Family Member
Military Leave
Organ Donation
Personal Leave of Absence
Personal Protected Leave
Pregnancy/Childbirth
Public Health Emergency
Small Necessities
Volunteer Emergency Response

The type of leave options are listed in the dropdown below.

GRACE TEST

Absence - New Claim

What is the absence reason?

What type of leave are you requesting?

Employees own illness or injury
Leave to care for your own serious health condition

Employees Own Illness or Injury
Continuous
Intermittent
Reduced Schedule

The information required in Step 2 and Step 3 will be determined by the absence reason and type of leave requested.

Step 2: Follow the prompts and enter as much information as possible in the description section. Though not all information is required, it is recommended to enter as much as possible.

Employees own illness or injury
Leave to care for your own serious health condition

Is this claim for an illness or an injury?

Is this a work related injury or illness?

What was the first date of injury/illness?

What was your first day of treatment?

Is this related to a psychological or mental condition?

Were you or will you be hospitalized?

Do you have a follow up appointment?

Who is the treating physician?

New Absence Claim – Continuous (continued)

Step 3: Enter the anticipated leave dates, the duration, and the reason: incapacity or treatment. The **Copy** function can be used to copy a single day up or down when reporting a date of absence.

Definitions

- Incapacity: Inability to work or perform activities of daily living due to a serious health condition or recovery from a serious health condition
- Treatment: Actual treatment by a health care provider to resolve or alleviate a serious health condition

Step 4: Enter any additional notes that may be relevant to the claim. This information is helpful to the BSC Leave Administration team involved in managing your claim.

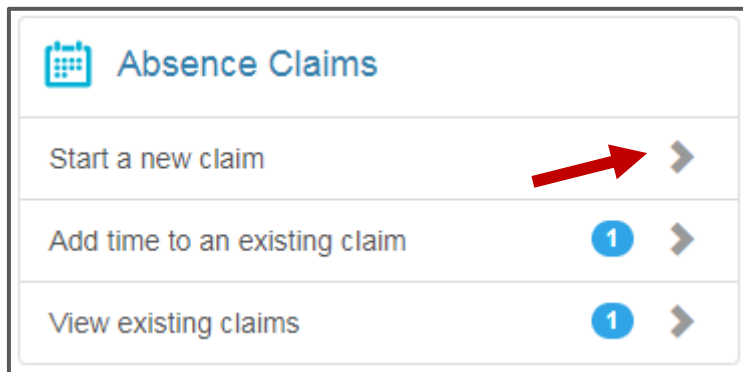
Step 5: Click **Create Claim** to finalize the claim. Changes to the record can be made as needed.

Once the new claim has been created, the leave correspondence will be mailed to the address on file. The new leave request can be viewed on the homepage, and the time requested will reflect as **Pending**.

New Absence Claim – Intermittent

To initiate a new intermittent leave, follow the same process above, except for **Step 3**. Different information is requested for an intermittent leave.

To start a new leave request, select **Start a new claim** under the Absence Claims heading in the top left corner of the homepage.



Example: Request for Employee’s Own Illness or Injury – Intermittent

Step 1: Absence – New Claim. The absence reason and type of leave (continuous, intermittent, or reduced schedule) requested must be selected.

Definitions

- **Continuous:** time taken in a block of time, typically three or more consecutive days
- **Intermittent:** time taken in hours or one day for your own serious health condition or to care for that of a family member
- **Reduced Schedule:** time taken that allows for reduced hours worked per day or per week

The absence reasons are listed below in the dropdown.

STEV GRACE TEST

Absence - New Claim
+

What is the absence reason?

What type of leave are you requesting?

Employees own illness or injury
Leave to care for your own serious health condition

Is this claim for an illness or an injury?

Is this a work related injury or illness?

Employees Own Illness or Injury

Adoption/Foster Care

Bonding

Bone Marrow Donation

Care of a Family Member

Employees Own Illness or Injury

Military Leave

Organ Donation

Personal Protected Leave

Pregnancy/Childbirth

New Absence Claim – Intermittent (continued)

The type of leave options are listed in the dropdown below.

The screenshot shows a web form titled "Absence - New Claim". It contains two dropdown menus. The first is labeled "What is the absence reason?" and is set to "Employees Own Illness or Injury". The second is labeled "What type of leave are you requesting?" and is open, showing three options: "Continuous", "Intermittent" (which is highlighted in blue), and "Reduced Schedule". Below the dropdowns, there is a section header "Employees own illness or injury" with the subtext "Leave to care for your own serious health condition".

The information required in Step 2 and Step 3 will be determined by the absence reason and type of leave requested.

Step 2: Follow the prompts and enter as much information as possible in the description section. Though not all information is required, it is recommended to enter as much as possible.

The screenshot shows a form titled "Employees own illness or injury" with the subtext "Leave to care for your own serious health condition". It contains several input fields and checkboxes:

- "Is this claim for an illness or an injury?" with a dropdown menu.
- "Is this a work related injury or illness?" with a checkbox.
- "What was the first date of injury/illness?" with a date input field (mm / dd / yyyy).
- "What was your first day of treatment?" with a date input field (mm / dd / yyyy).
- "Is this related to a psychological or mental condition?" with a checkbox.
- "Were you or will you be hospitalized?" with a checkbox.
- "Do you have a follow up appointment?" with a checkbox.
- "Who is the treating physician?" with a text input field.

New Absence Claim – Intermittent (continued)

Step 3: Enter the anticipated leave dates, the duration, and the reason: incapacity or treatment. The **Copy** function can be used when reporting a single day of absence.

Intermittent
Leave on an intermittent or unknown basis, typically for chronic conditions

From
06/29/2020
Mon, Jun 29, 2020
Copy ↓ Copy ↑

To
07/03/2020
Fri, Jul 3, 2020

1 times

every 1 week

each lasting 4 hours

for reason
None
None
Incapacity
Treatment

Notes
Enter any additional information

Cancel Create Claim

Definitions

- Incapacity: Inability to work or perform activities of daily living due to a serious health condition or recovery from a serious health condition
- Treatment: Actual treatment by a health care provider to resolve or alleviate a serious health condition

Step 4: Enter any additional notes that may be relevant to the claim. This information is helpful to the BSC Leave Administration team involved in managing your claim.

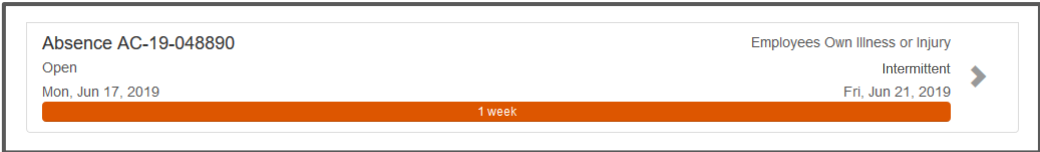
Notes
Enter any additional information

New Absence Claim – Intermittent (continued)

Step 5: Click **Create Claim** to finalize the claim. Changes to the record can be made as needed.



Once the new claim has been created, the leave correspondence will be mailed to the address on file. The new leave request can be viewed on the homepage, and the time requested will reflect as **Pending**.

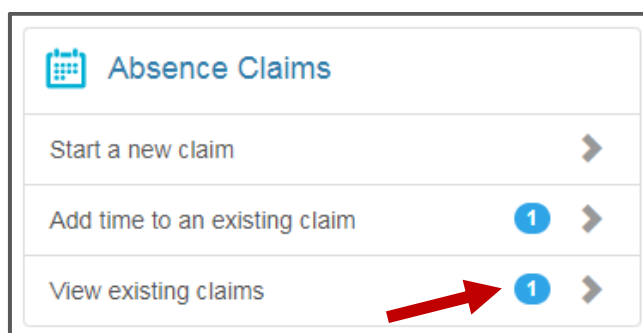


Section 4: Existing Leave of Absence Options

Following are details on how to view leave information and payment details, how to add times, notes, and documentation to an existing leave in the portal.

How to View Leave Information for an Existing Leave

To view specific information on absence claims, click **View existing claims** at the top of the record. The number to the right of the claim type indicates how many claims are present in the record. This includes open and closed claims.



For complete details on the claim, click the grey arrow to the right of the claim.

Absence AC-19-049618	Employees Own Illness or Injury	
Open	Continuous	➤
Mon, Jul 1, 2019	Wed, Jul 17, 2019	
2 weeks 24 hours		
Absence AC-19-048876	Employees Own Illness or Injury	
Closed	Continuous	➤
Fri, Mar 1, 2019	Fri, Jun 7, 2019	
12 weeks		
2 weeks 8 hours		

Absence Claim Page

The new page will display the claim number, claim reason, type, status, creation date, and return to work date (if applicable). The **Dates Summary**, **Dates Details**, **Certifications Received**, and **Attached Files** are also available on this page.

Absence AC-19-048876	
Reason	Employees Own Illness or Injury
Requested Leave	Continuous
Status	Closed
Created	Fri, Jun 14, 2019
Return to Work	Sat, Jun 8, 2019
Related	C-2019-006348

Absence Claim Page (continued)

Policy details can be viewed on the same page. The **Dates Summary** section shows the time requested with a status of each.

The **Dates Detail** section shows how absences align with Federal and state policies for which there is eligibility.

When a leave is intermittent, the approved frequency and duration can be seen in both sections, under the heading **Duration**.

Continuous Summary

Dates Summary

Fri, Mar 1, 2019 Fri, Jun 7, 2019

12 weeks 2 weeks 8 hours

Start	End	Duration	Status
Fri, May 24, 2019	Fri, Jun 7, 2019	2 weeks 8 hours	Exhausted
Fri, Mar 1, 2019	Thu, May 23, 2019	12 weeks	Approved

Dates Detail

Federal FMLA Regulations

Continuous

Start	End	Duration	Status
Fri, May 24, 2019	Fri, Jun 7, 2019	2 weeks 8 hours	Exhausted
Fri, Mar 1, 2019	Thu, May 23, 2019	12 weeks	Approved

Medical Leave of Absence Regulations

Continuous

Start	End	Duration	Status
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Intermittent Summary

Dates Summary

Fri, Mar 1, 2019 Fri, Jun 7, 2019

12 weeks 2 weeks 8 hours

Start	End	Duration	Status
Mon, Mar 25, 2019	Wed, Jul 31, 2019	twice every week for 8 hours	Approved
Fri, Jun 7, 2019	Fri, Jun 7, 2019	8 hours	Approved
Mon, May 20, 2019	Mon, May 20, 2019	8 hours	Not Timely
Mon, Apr 22, 2019	Mon, Apr 22, 2019	8 hours	Approved
Wed, Apr 17, 2019	Wed, Apr 17, 2019	8 hours	Approved

Dates Detail

Federal FMLA Regulations

Intermittent (twice every week for 8 hours)

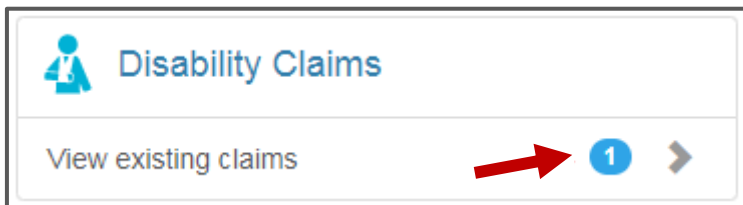
Start	End	Duration	Status
Mon, Mar 25, 2019	Wed, Jul 31, 2019	twice every week for 8 hours	Approved
Fri, Jun 7, 2019	Fri, Jun 7, 2019	8 hours	Approved
Mon, May 20, 2019	Mon, May 20, 2019	8 hours	Not Timely
Mon, Apr 22, 2019	Mon, Apr 22, 2019	8 hours	Approved
Wed, Apr 17, 2019	Wed, Apr 17, 2019	8 hours	Approved

The **Certifications Received** section is populated with the **Required By** date (leave paperwork due date) and the **Received** date (date BSC received the paperwork), as well as the **Status**. Paperwork may show a **Received** date, but the status may still show pending. This indicates that the paperwork has been received and is in the review process.

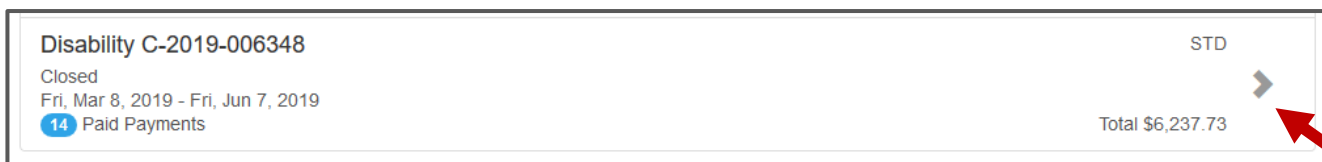
Certifications Received 1			
Type	Required By	Received	Status
Provider Certification	Fri, Jun 14, 2019	Fri, Mar 15, 2019	Approved

Disability Claim Page

To view specific information on disability claims, click **View existing claims**. The number to the right of the claim type indicates how many claims are present in the record. This includes open and closed claims.



For complete details, click the grey arrow to the right of the claim.



The new page will display the disability type, status, payment start and end dates, creation date, and any related absence claims. Below is a listing of all disability payments submitted to payroll for processing. For detailed questions about payments, contact the Benefits Service Center at 866-481-4922.

Disability C-2019-006348					
Type	STD				
Status	Closed				
Payment Start	Fri, Mar 8, 2019				
Payment Through	Fri, Jun 7, 2019				
Created	Fri, Jun 14, 2019				
Related	AC-19-048876				
BC-2019-007427 (STD)					
Payment Start	Fri, Mar 8, 2019				
Payment Through	Fri, Jun 7, 2019				
Paid Payments	14				
Number	Payee	How	Paid	Amount	
P-2019-004333	BILLY TEST			\$474.61	➤
P-2019-004334	BILLY TEST			\$474.61	➤
P-2019-004335	BILLY TEST			\$474.61	➤
P-2019-004336	BILLY TEST			\$474.61	➤
P-2019-004337	BILLY TEST			\$474.61	➤
P-2019-004338	BILLY TEST			\$474.61	➤
P-2019-004339	BILLY TEST			\$474.61	➤
P-2019-004340	BILLY TEST			\$474.61	➤

Disability Claim Page (continued)

Clicking the blue hyperlink serves as a toggle between the related **Absence Claim** and the selected **Disability Claim**.

Disability C-2019-006348	
Type	STD
Status	Closed
Payment Start	Fri, Mar 8, 2019
Payment Through	Fri, Jun 7, 2019
Created	Fri, Jun 14, 2019
Related	AC-19-048876



How to View Payment Details for an Existing Leave

To view payment details, click on **Disability Claims** from the homepage. Navigate to the appropriate disability claim and click the grey arrow to the right. All payment information displays as a weekly benefit, regardless of the actual payroll schedule followed. The payments displayed represent the gross disability benefit amount and do not reflect any tax adjustments or other deductions. Please refer to DocAgent for further pay stub detail.

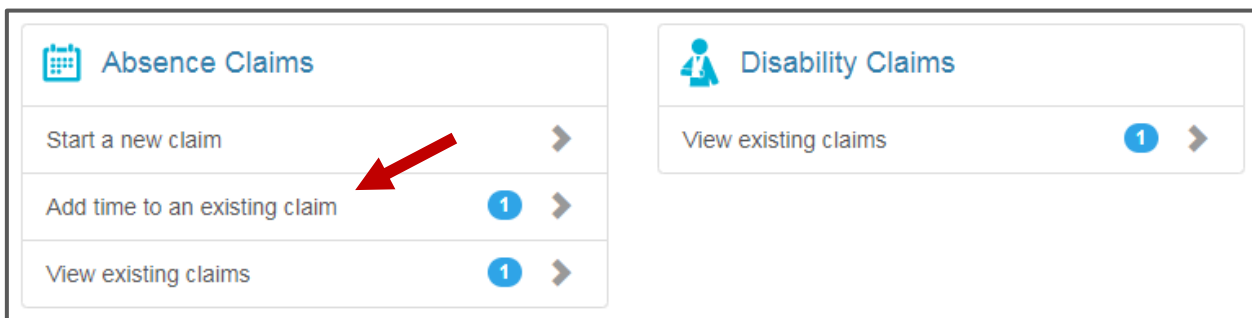
Disability C-2019-006348					
Type	STD				
Status	Closed				
Payment Start	Fri, Mar 8, 2019				
Payment Through	Fri, Jun 7, 2019				
Created	Fri, Jun 14, 2019				
Related	AC-19-048876				
BC-2019-007427 (STD)					
Payment Start	Fri, Mar 8, 2019				
Payment Through	Fri, Jun 7, 2019				
Paid Payments					14
Number	Payee	How	Paid	Amount	
P-2019-004333	TOMMY TEST			\$474.61	➤
P-2019-004334	TOMMY TEST			\$474.61	➤
P-2019-004335	TOMMY TEST			\$474.61	➤
P-2019-004336	TOMMY TEST			\$474.61	➤
P-2019-004337	TOMMY TEST			\$474.61	➤
P-2019-004338	TOMMY TEST			\$474.61	➤
P-2019-004339	TOMMY TEST			\$474.61	➤
P-2019-004340	TOMMY TEST			\$474.61	➤

Click the grey arrow to the right of each payment for additional information on the payment.

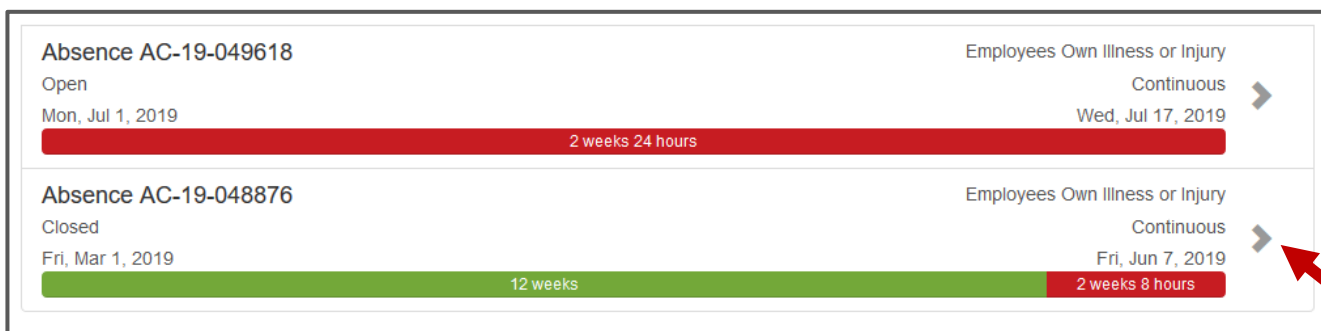
BC-2019-007427 (STD)				
Payment Start	Fri, Mar 8, 2019			
Payment Through	Fri, Jun 7, 2019			
Paid Payments				14
Number	Payee	How	Paid	Amount
P-2019-004333	TOMMY TEST			\$474.61
Explanation of Benefits				
Description	Start	Through	Amount	
Gross Benefit Amount - Weekly	Fri, Mar 8, 2019	Thu, Mar 14, 2019	\$474.61	
P-2019-004334	TOMMY TEST			\$474.61
Explanation of Benefits				
Description	Start	Through	Amount	
Gross Benefit Amount - Weekly	Fri, Mar 15, 2019	Thu, Mar 21, 2019	\$474.61	

How to Add Time to an Existing Leave

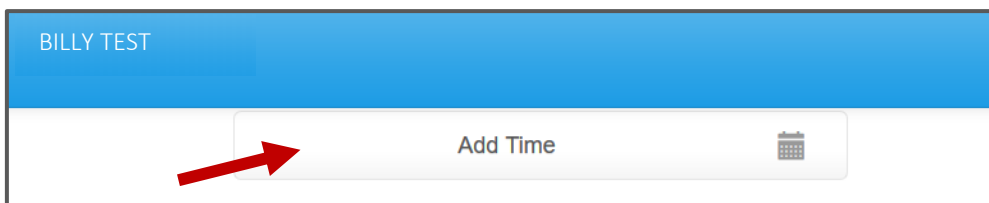
In order to add time to an existing open leave of absence, go to the homepage and select **Add time to an existing claim**.



Click on the appropriate absence claim.



There is an option at the top of the page to **Add Time** for any open leave.



How to Add Time to an Existing Leave (continued)

A new screen will display and will allow time to be entered. Dates, duration, and reason are required. The **Copy** function can be used to copy a single day up or down when reporting a date of absence. Click **Save** once done.

Absence AC-20-042178 - Add Time

From
06/25/2020
Thu, Jun 25, 2020
Copy ↓ Copy ↑

To
06/25/2020
Thu, Jun 25, 2020

for 8 hours
and 0 minutes each day

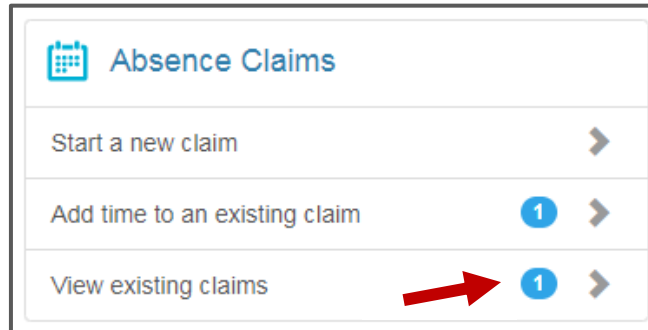
for reason None
Selection required

Cancel Save

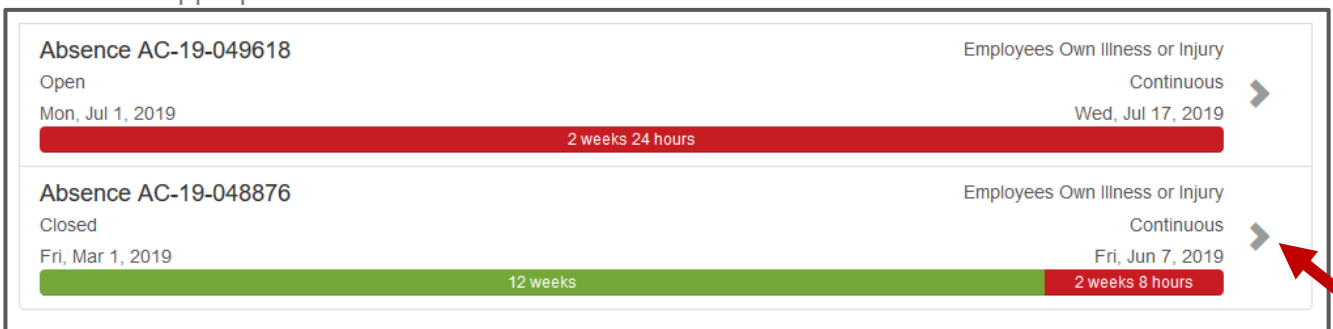
NOTE: Time cannot be added from the portal to a **closed** absence claim. For assistance with a request of this nature, please contact the Benefits Service Center (BSC) at 866-481-4922.

How to Add a Note to an Existing Leave

Adding a note to an existing leave is a **one-way communication** vehicle to the BSC leave administration team involved in the claim. In order to add a note to an existing leave, click on **View existing claims** from the homepage.



Click on the appropriate absence claim.



Select the option for a **New Note** at the bottom of the leave details.

BECKY TEST

Start	End	Duration	Status
Mon, Mar 25, 2019	Wed, Jul 31, 2019	twice every week for 8 hours	Approved
Fri, Jun 7, 2019	Fri, Jun 7, 2019	8 hours	Approved
Mon, May 20, 2019	Mon, May 20, 2019	8 hours	Not Timely
Mon, Apr 22, 2019	Mon, Apr 22, 2019	8 hours	Approved
Wed, Apr 17, 2019	Wed, Apr 17, 2019	8 hours	Approved

Dates Detail

Federal FMLA Regulations

Intermittent (twice every week for 8 hours)

Start	End	Duration	Status
Mon, Mar 25, 2019	Wed, Jul 31, 2019	twice every week for 8 hours	Approved
Fri, Jun 7, 2019	Fri, Jun 7, 2019	8 hours	Approved
Mon, May 20, 2019	Mon, May 20, 2019	8 hours	Not Timely
Mon, Apr 22, 2019	Mon, Apr 22, 2019	8 hours	Approved
Wed, Apr 17, 2019	Wed, Apr 17, 2019	8 hours	Approved

Medical Leave of Absence Regulations

Start	End	Duration	Status
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Certifications Received 1

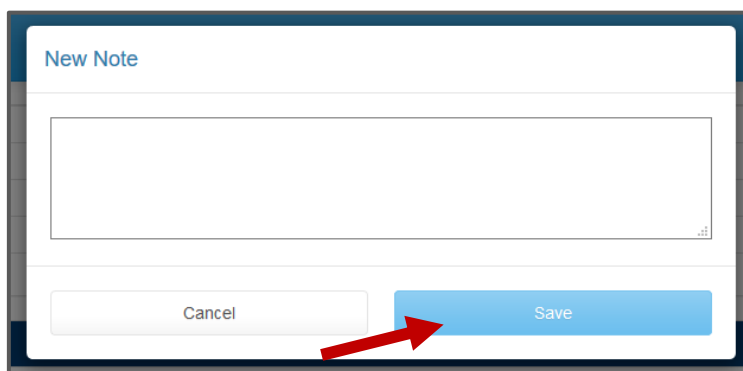
Type	Required By	Received	Status
Provider Certification	Tue, Jul 9, 2019	Fri, Apr 5, 2019	Approved

Attached Files 1

[New Note](#) [Attach File](#)

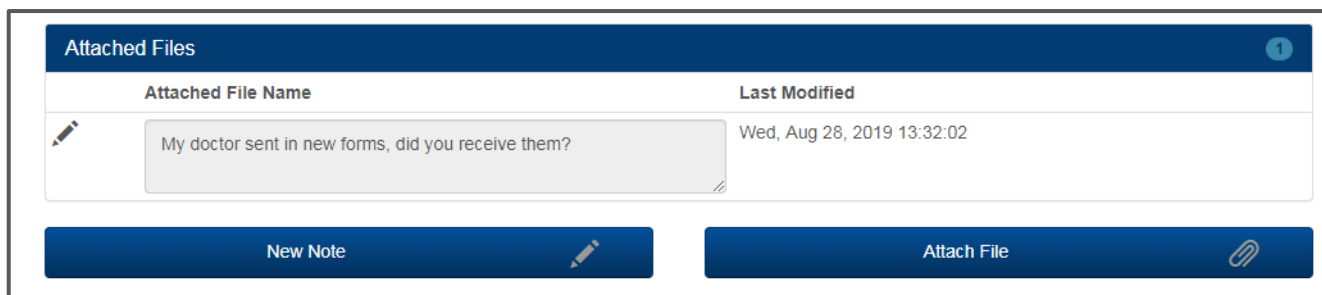
How to Add a Note to an Existing Leave (continued)

A pop-up window will be displayed once **New Note** is selected. Enter the relevant information and click **Save**.



The screenshot shows a 'New Note' dialog box. It features a title bar with the text 'New Note'. Below the title bar is a large, empty text input field. At the bottom of the dialog, there are two buttons: a white 'Cancel' button on the left and a blue 'Save' button on the right. A red arrow points from the bottom center towards the 'Save' button.

After the note is saved, it will immediately appear in the Attached Files section. However, after navigating out of this page, the note will no longer be viewable upon future visits to the leave.

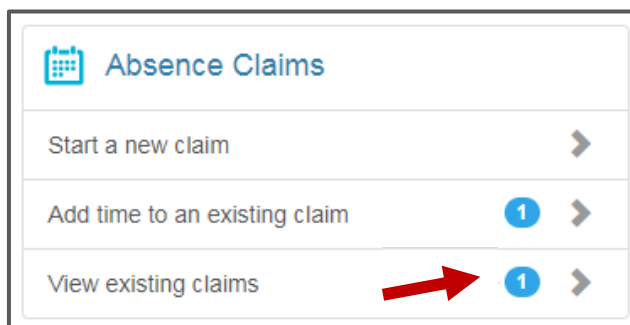


The screenshot displays the 'Attached Files' section. It has a dark blue header with the text 'Attached Files' and a notification icon (a blue circle with the number 1). Below the header is a table with two columns: 'Attached File Name' and 'Last Modified'. The first row of the table contains a note with a pencil icon on the left, the text 'My doctor sent in new forms, did you receive them?', and the timestamp 'Wed, Aug 28, 2019 13:32:02'. Below the table are two dark blue buttons: 'New Note' with a pencil icon and 'Attach File' with a paperclip icon.

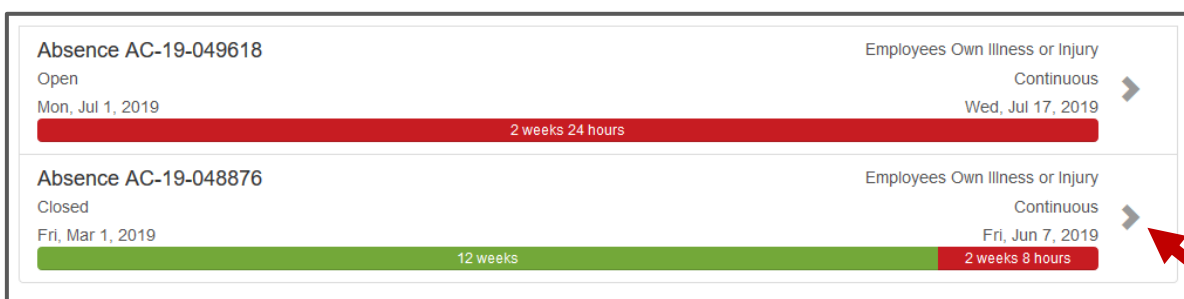
Even though prior notes submitted cannot be seen, new notes can continue to be entered as needed through the duration of the leave of absence process.

How to Upload Documentation to an Existing Leave

In order to add a document to an existing leave, click on **View existing claims** on the homepage.



Click on the appropriate absence claim.



Select the option for **Attach File** at the bottom of the leave details.

BECKY TEST

Start	End	Duration	Status
Mon, Mar 25, 2019	Wed, Jul 31, 2019	twice every week for 8 hours	Approved
Fri, Jun 7, 2019	Fri, Jun 7, 2019	8 hours	Approved
Mon, May 20, 2019	Mon, May 20, 2019	8 hours	Not Timely
Mon, Apr 22, 2019	Mon, Apr 22, 2019	8 hours	Approved
Wed, Apr 17, 2019	Wed, Apr 17, 2019	8 hours	Approved

Dates Detail

Federal FMLA [Regulations](#)

Intermittent (twice every week for 8 hours)

Start	End	Duration	Status
Mon, Mar 25, 2019	Wed, Jul 31, 2019	twice every week for 8 hours	Approved
Fri, Jun 7, 2019	Fri, Jun 7, 2019	8 hours	Approved
Mon, May 20, 2019	Mon, May 20, 2019	8 hours	Not Timely
Mon, Apr 22, 2019	Mon, Apr 22, 2019	8 hours	Approved
Wed, Apr 17, 2019	Wed, Apr 17, 2019	8 hours	Approved

Medical Leave of Absence [Regulations](#)

Start	End	Duration	Status
Mon, Mar 25, 2019	Wed, Jul 31, 2019	twice every week for 8 hours	Approved
Fri, Jun 7, 2019	Fri, Jun 7, 2019	8 hours	Approved
Mon, May 20, 2019	Mon, May 20, 2019	8 hours	Not Timely
Mon, Apr 22, 2019	Mon, Apr 22, 2019	8 hours	Approved
Wed, Apr 17, 2019	Wed, Apr 17, 2019	8 hours	Approved

Certifications Received 1

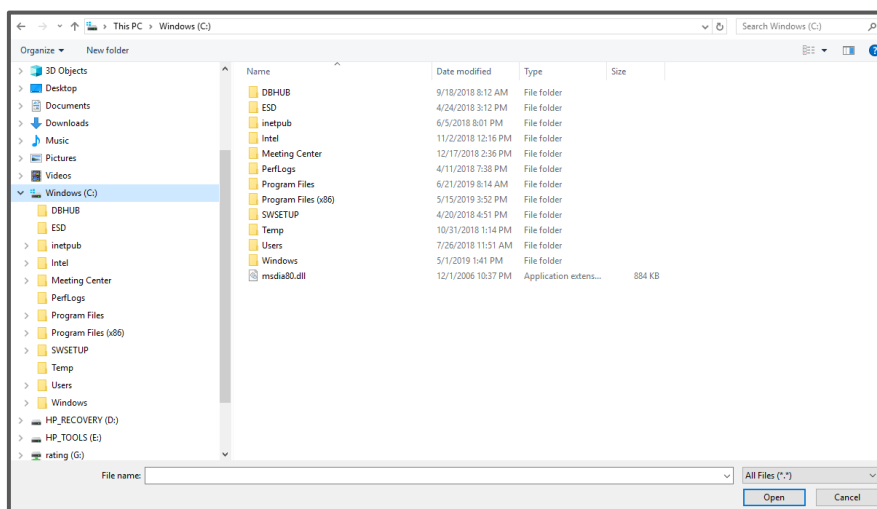
Type	Required By	Received	Status
Provider Certification	Tue, Jul 9, 2019	Fri, Apr 5, 2019	Approved

Attached Files 0

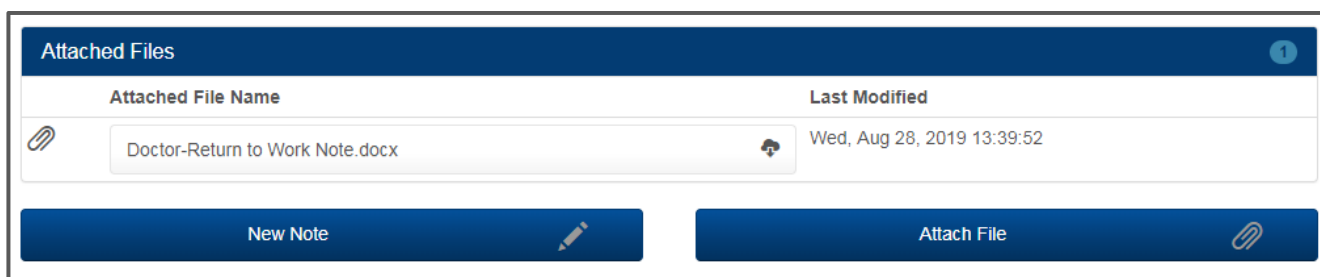
New Note **Attach File**

How to Upload Documentation to an Existing Leave (continued)

A file upload window will be displayed once **Attach File** is selected. Navigate to the file location and click **Open**.



Upon successful upload, the file can be immediately found under the **Attached Files** section of the absence leave record.



For navigation assistance, technical support or questions, please contact the Benefits Service Center: 866.481.4922.