# Benefits Service Center (BSC)

# Leave of Absence Portal

USER GUIDE For *Employee* Use
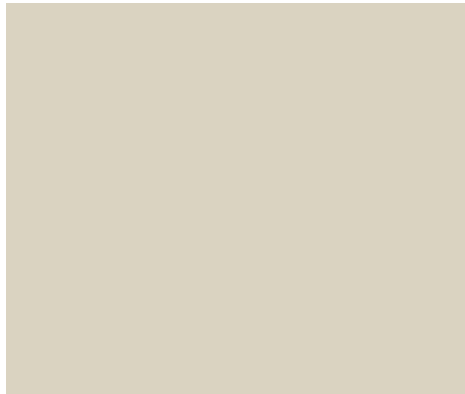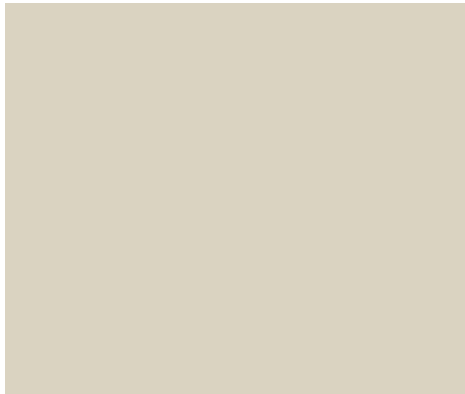
benefits
service center
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# Table of Contents

## 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: | If there is NOT a company provided business e-mail: |
| --- | --- |
| • Use the company provided e-mail<br>• Must be as it appears in Employee Central | • Use personal e-mail address<br>• Must be as it appears in Employee Central in "personal email" field |

*First Time Users*
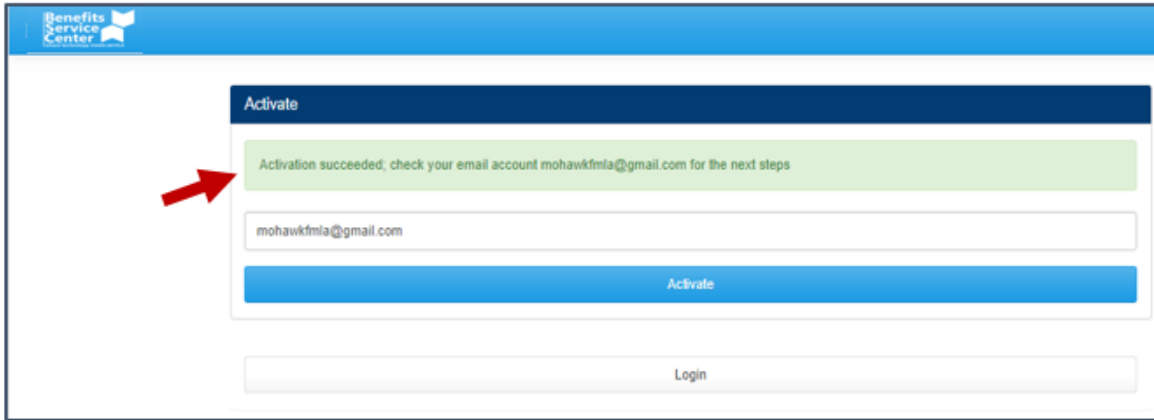
Below are instructions for accessing the portal for the first time and activating an account:

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

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



3) 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.
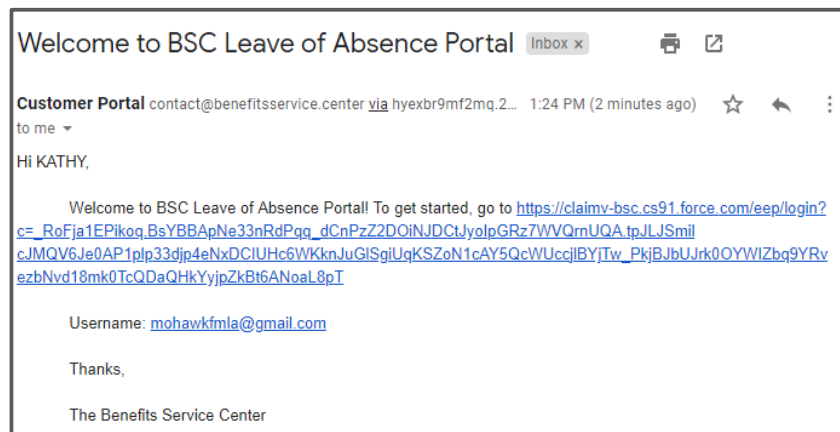
### *Logging in After Activation*

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.
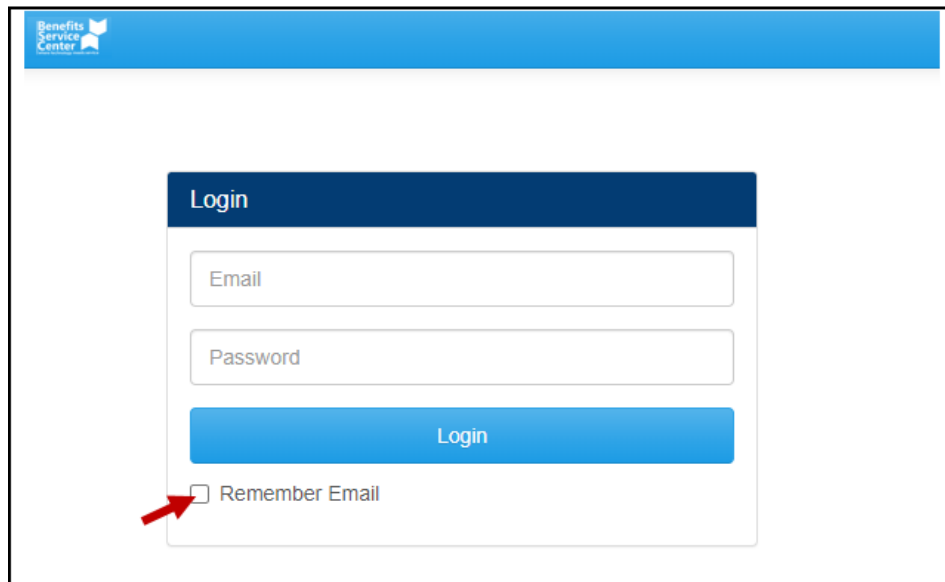
### *Creating a Password*

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.
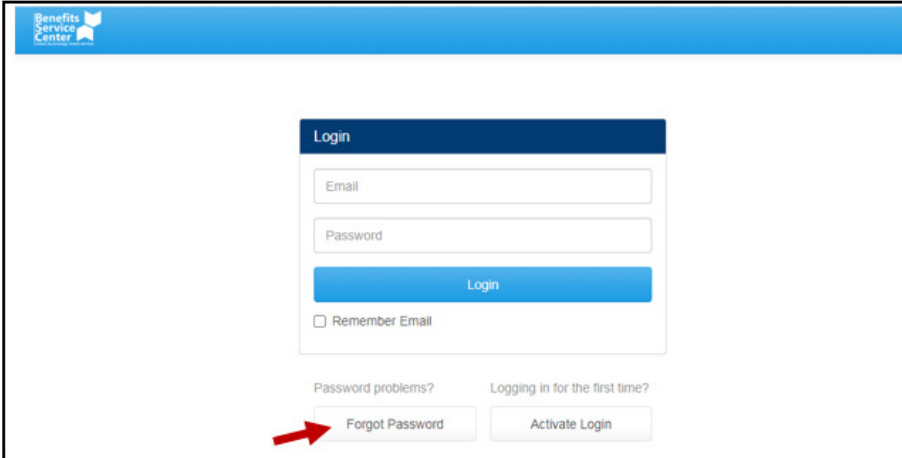


If the company or personal e-mail address is changed for any reason, please be sure the new address is updated in Employee Central.  Log in with the changed e-mail address and continue to use the same password for the account. Please note, there will be a delay before login is accepted with the new address.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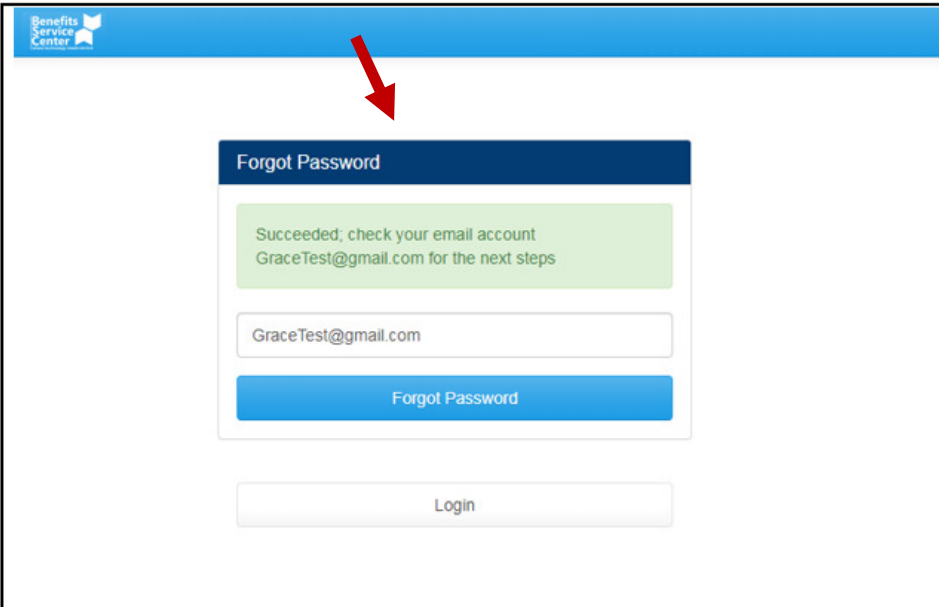
## *Resetting a Password*

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



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



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.



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 | ☁ |
| 2020 Disability & Leave Web Page | ☁ |
| Employee Leave Portal User Guide | ☁ |

## *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.

⑦ 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**.
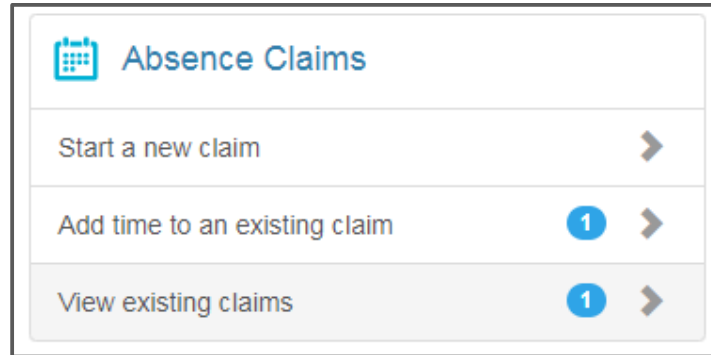


## *Disability Claims*

The disability claims section provides specific information on each disability claim.  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 there is 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.
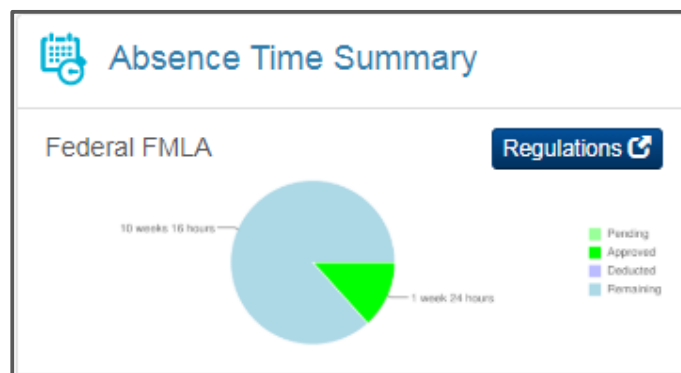
By clicking the **Regulations** button, a related resource will open in a separate browser to provide additional details regarding the Federal or state leave policy selected.

## 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.

## 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:**



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.
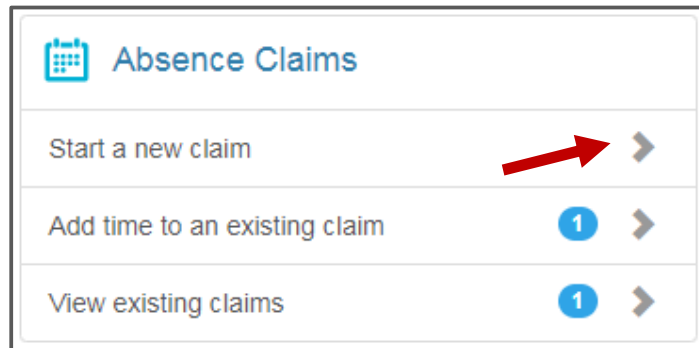


**Example:** Request for Employee's Own Illness or Injury – Continuous

**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.



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



*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.

*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.
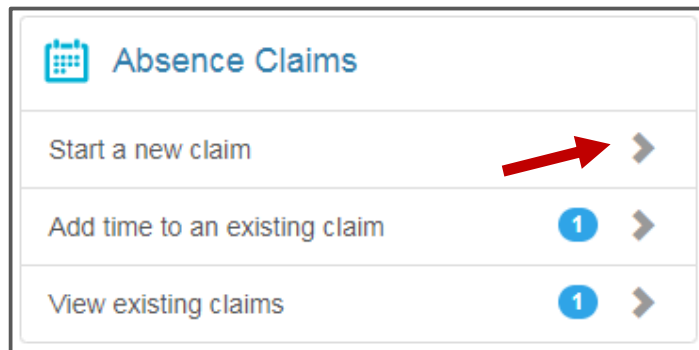


**Example:** Request for Employee's Own Illness or Injury – Intermittent

**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.

*New Absence Claim – Intermittent (continued)*

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

| Absence - New Claim | ✚ |
|---|---|
| What is the absence reason? | Employees Own Illness or Injury ⌄ |
| What type of leave are you requesting? | Continuous ⌄ |
| | Continuous |
| | **Intermittent** |
| | Reduced Schedule |

**Employees own illness or injury**
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.

**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? | mm / dd / yyyy |
| What was your first day of treatment? | mm / dd / yyyy |
| 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 – 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.



*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.

*New Absence Claim – Intermittent (continued)*

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

| Cancel | Create Claim |
|---|---|

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**.

| Absence AC-19-048890 | Employees Own Illness or Injury |
|---|---|
| Open | Intermittent |
| Mon, Jun 17, 2019 | Fri, Jun 21, 2019 |
| 1 week | |

## 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.
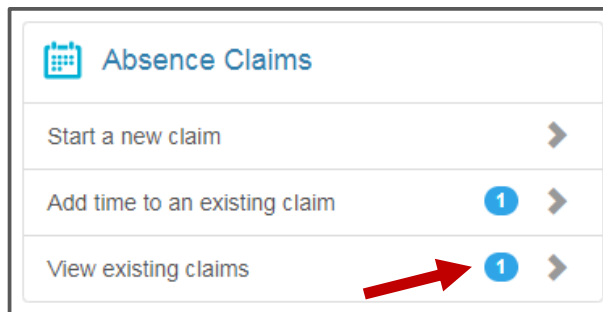


For complete details on the claim, click the grey arrow to the right of the claim.
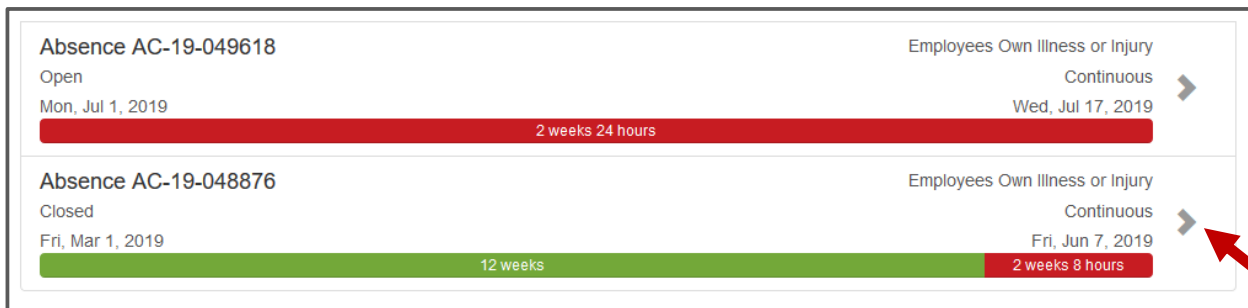


### Absence Claim Page

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**



**Intermittent Summary**

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.
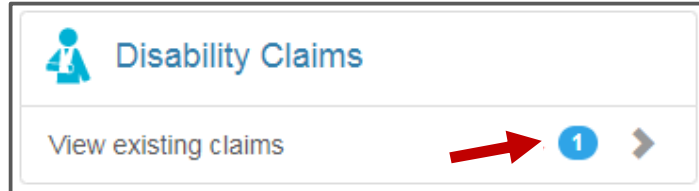


For complete details, click the grey arrow to the right of the claim.
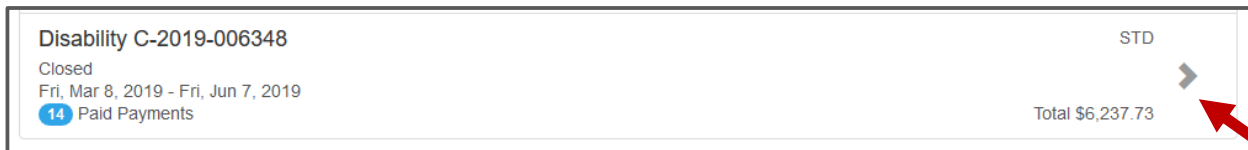


The new page will display the disability type, status, payment start and end dates, creation date, and any related absence claims. Below is a listing of all disability payments submitted to payroll for processing. For detailed questions about payments, contact the Benefits Service Center at 866-481-4922.

| 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

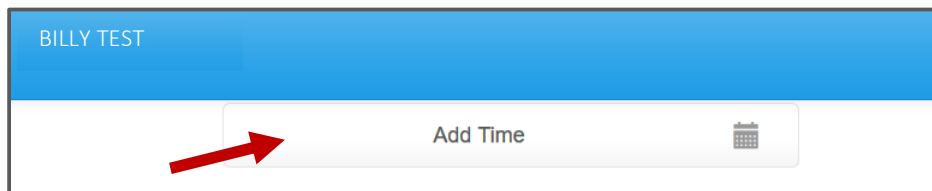| Description | Start | Through | Amount |
|---|---|---|---|
| Gross Benefit Amount - Weekly | Fri, Mar 15, 2019 | Thu, Mar 21, 2019 | $474.61 |

### *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**.
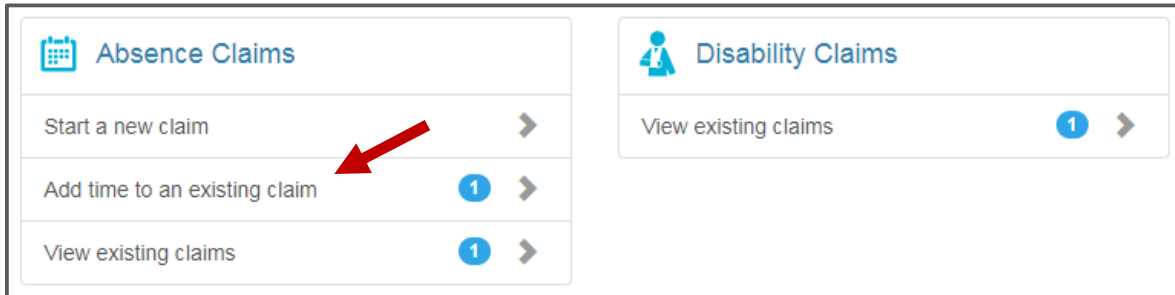


Click on the appropriate absence claim.
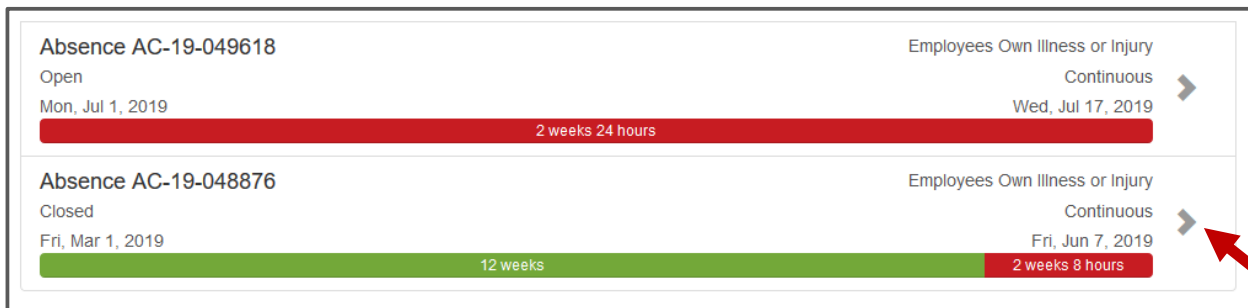


There is an option at the top of the page to **Add Time** for any open leave.

*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.



**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.
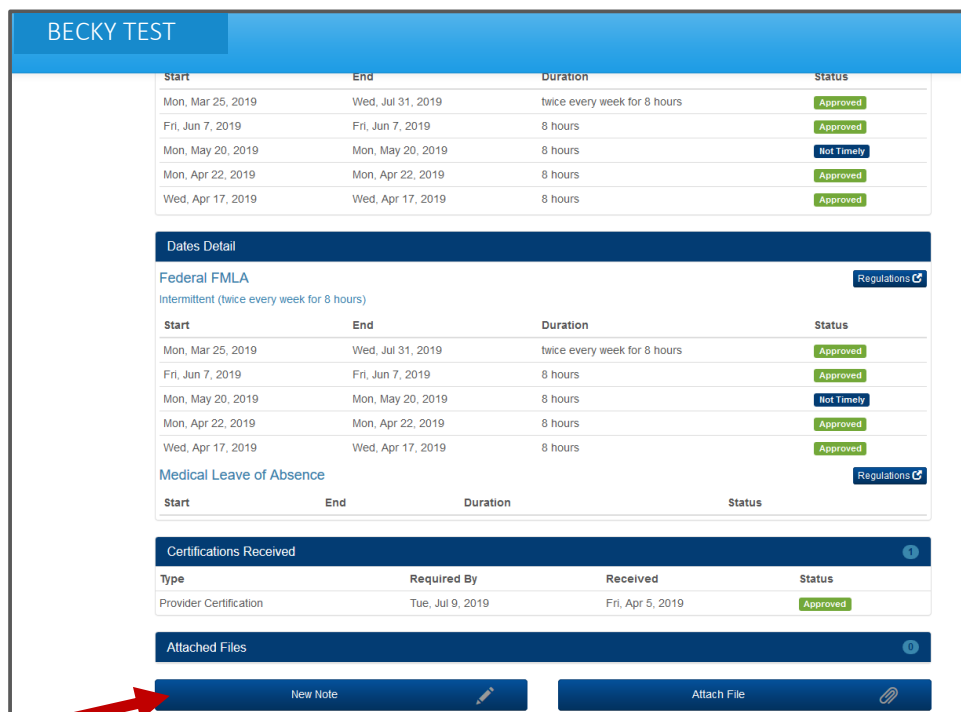
## *How to Add a Note to an Existing Leave*

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.
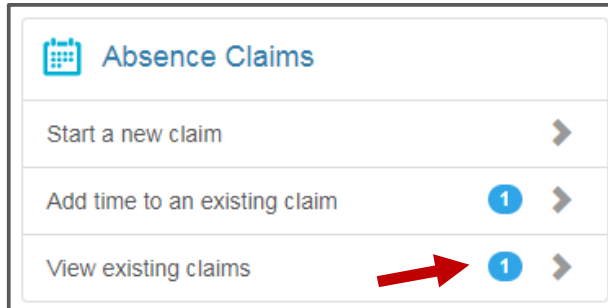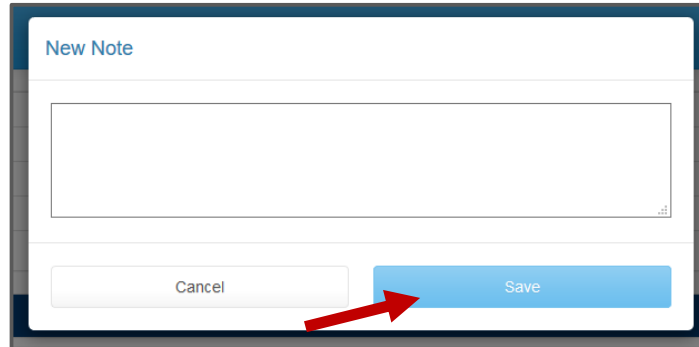


Click on the appropriate absence claim.
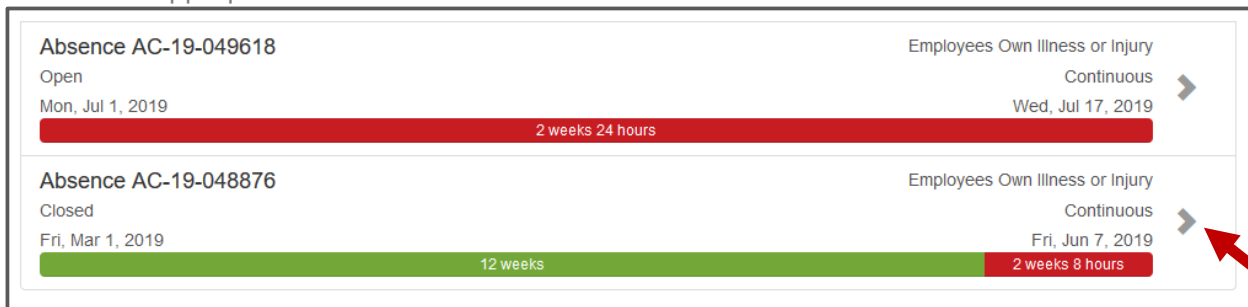


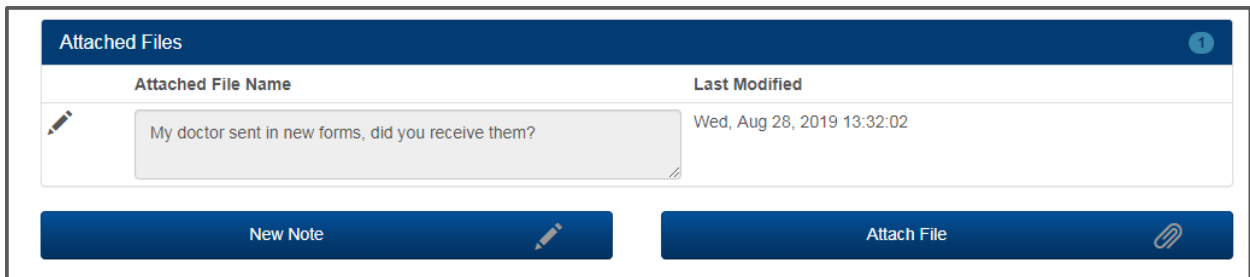Select the option for a **New Note** at the bottom of the leave details.

*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**.



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.
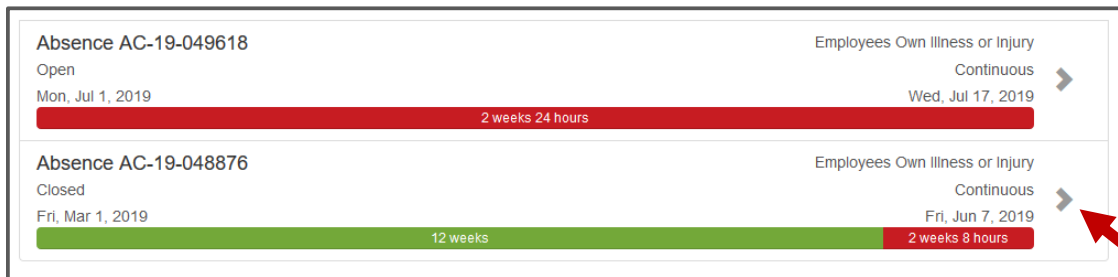


Even though prior notes submitted cannot be seen, new notes can continue to be entered as needed through the duration of the leave of absence process.

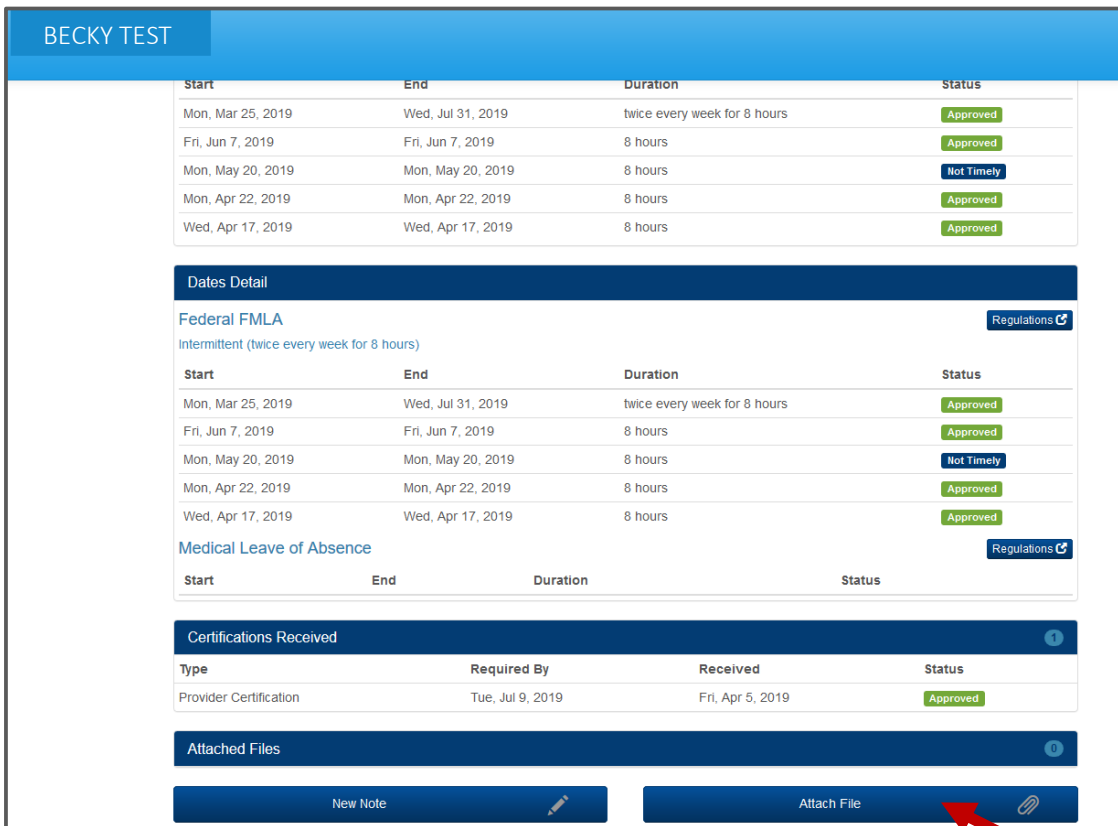### *How to Upload Documentation to an Existing Leave*

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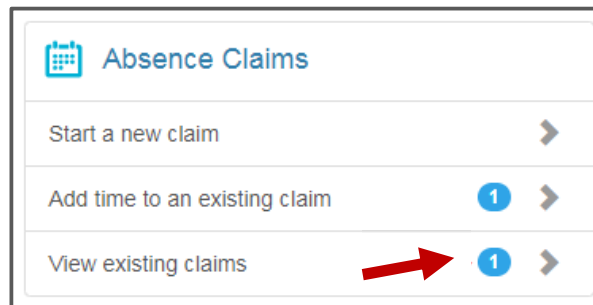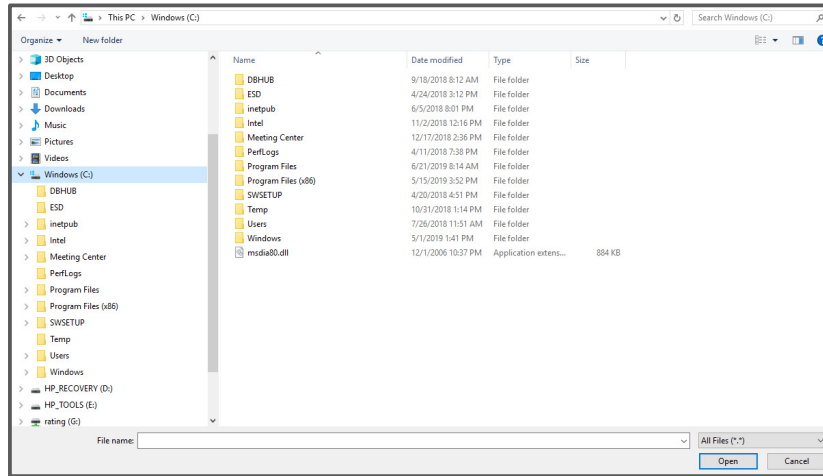


Click on the appropriate absence claim.



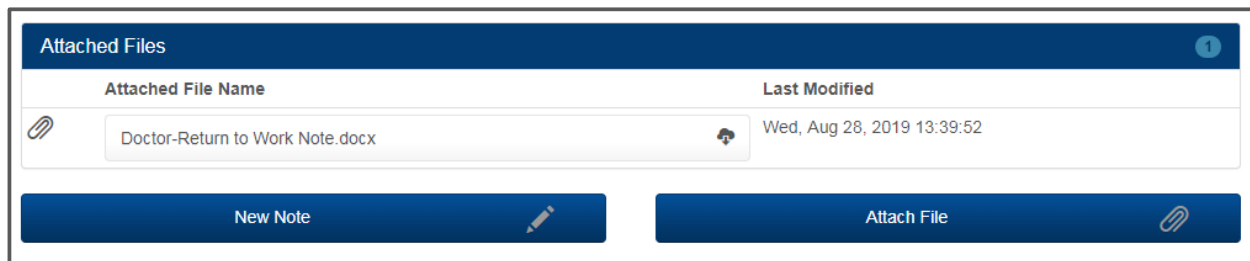Select the option for **Attach File** at the bottom of the leave details.

*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.**