

Benefits Service Center (BSC)

Leave of Absence Portal

USER GUIDE For *Employee* Use

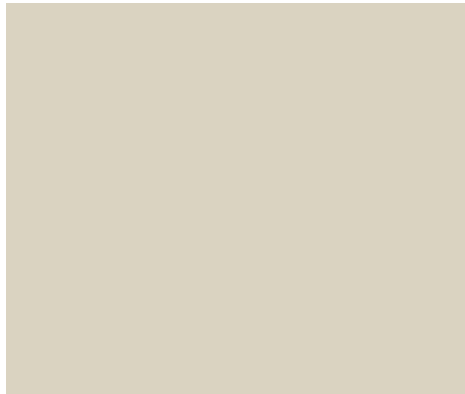
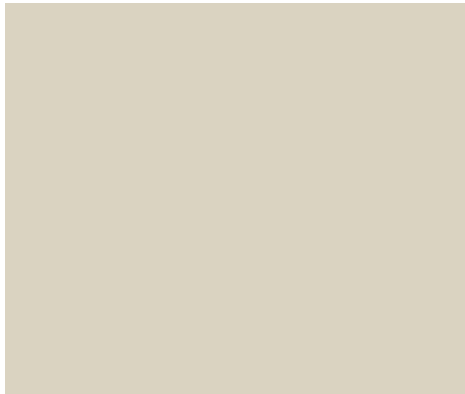


Table of Contents

| | |
|--|-----------|
| SECTION 1: LOGGING IN TO BENEFITS SERVICE CENTER (BSC) LEAVE OF ABSENCE PORTAL..... | 3 |
| <i>First Time Users.....</i> | <i>3</i> |
| <i>Logging in After Activation</i> | <i>5</i> |
| <i>Creating a Password</i> | <i>5</i> |
| <i>Resetting a Password.....</i> | <i>6</i> |
| <i>Unlocking an Account</i> | <i>6</i> |
| | |
| SECTION 2: EMPLOYEE / HOME LANDING PAGE..... | 7 |
| <i>Forms and Information</i> | <i>8</i> |
| <i>Help and Support</i> | <i>8</i> |
| <i>Absence Claims</i> | <i>9</i> |
| <i>Disability Claims.....</i> | <i>9</i> |
| | |
| SECTION 3: REQUESTING A NEW LEAVE OF ABSENCE..... | 11 |
| <i>Leave Types: Continuous, Intermittent, and Reduced Schedule</i> | <i>11</i> |
| <i>Family Relationship Types.....</i> | <i>11</i> |
| <i>Military Leave</i> | <i>12</i> |
| <i>How to Request a New Leave of Absence.....</i> | <i>13</i> |
| <i>New Absence Claim – Continuous.....</i> | <i>13</i> |
| <i>New Absence Claim – Intermittent</i> | <i>16</i> |
| | |
| SECTION 4: EXISTING LEAVE OF ABSENCE OPTIONS | 20 |
| <i>How to View Leave Information for an Existing Leave</i> | <i>20</i> |
| Absence Claim Page..... | 20 |
| Disability Claim Page | 23 |
| <i>How to View Payment Details for an Existing Leave</i> | <i>25</i> |
| <i>How to Add Time to an Existing Leave.....</i> | <i>26</i> |
| <i>How to Add a Note to an Existing Leave.....</i> | <i>28</i> |
| <i>How to Upload Documentation to an Existing Leave</i> | <i>30</i> |

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: |
|---|---|
| <ul style="list-style-type: none">• Use the company provided e-mail• Must be as it appears in Employee Central | <ul style="list-style-type: none">• Use personal e-mail address• Must be as it appears in Employee Central in "personal email" field |

First Time Users

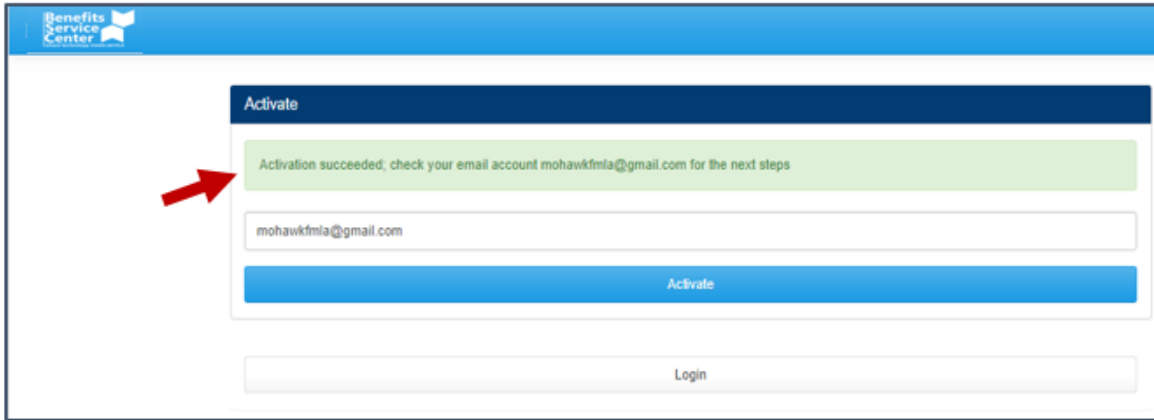
Below are instructions for accessing the portal for the first time and activating an account:

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

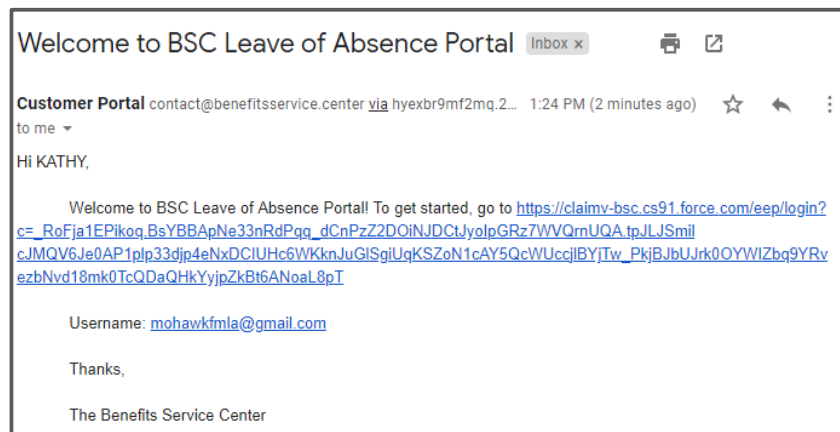
The screenshot shows the login interface for the BSC Leave Portal. At the top left is the 'Benefits Service Center' logo. The main content area contains a 'Login' form with the following elements:

- A dark blue header with the word 'Login' in white.
- An 'Email' input field.
- A 'Password' input field.
- A blue 'Login' button.
- A checkbox labeled 'Remember Email'.
- Below the form, two links: 'Password problems?' and 'Logging in for the first time?'. Under 'Password problems?' is a 'Forgot Password' button. Under 'Logging in for the first time?' is an 'Activate Login' button, which is highlighted with a red arrow.
- At the bottom right, the text 'App Version 18.7' is displayed.

- 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

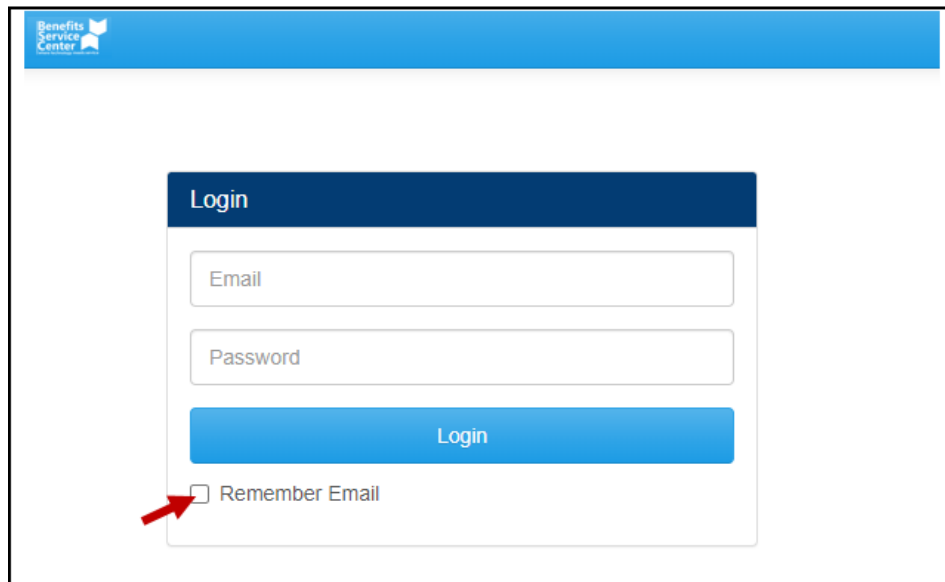
All subsequent sign-ins will be done through the same website: <https://bsc.force.com/eep> but will not require activation. Click **Remember Email** check box to have the system retain that information for future visits.

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.

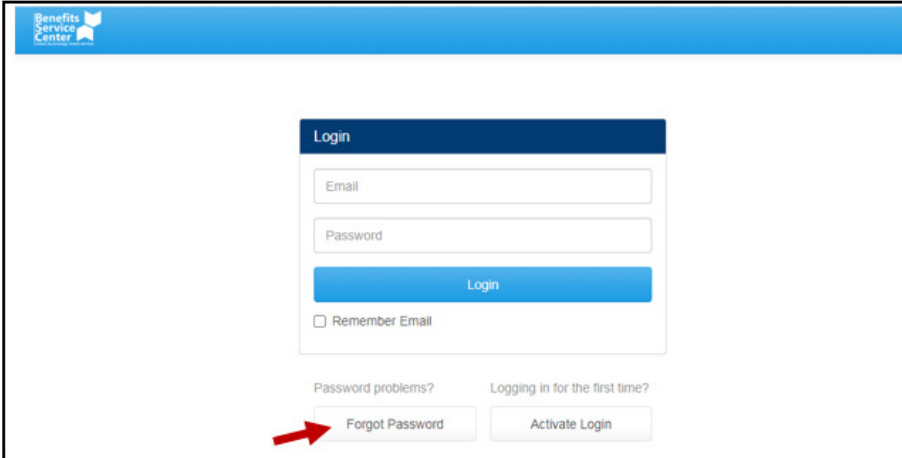


The screenshot shows the login interface for the Benefits Service Center. At the top left, there is a blue header with the 'Benefits Service Center' logo. Below this is a white box containing the login form. The form has a dark blue header with the word 'Login' in white. Below the header are two input fields: 'Email' and 'Password'. Underneath these fields 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 from the left.

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.

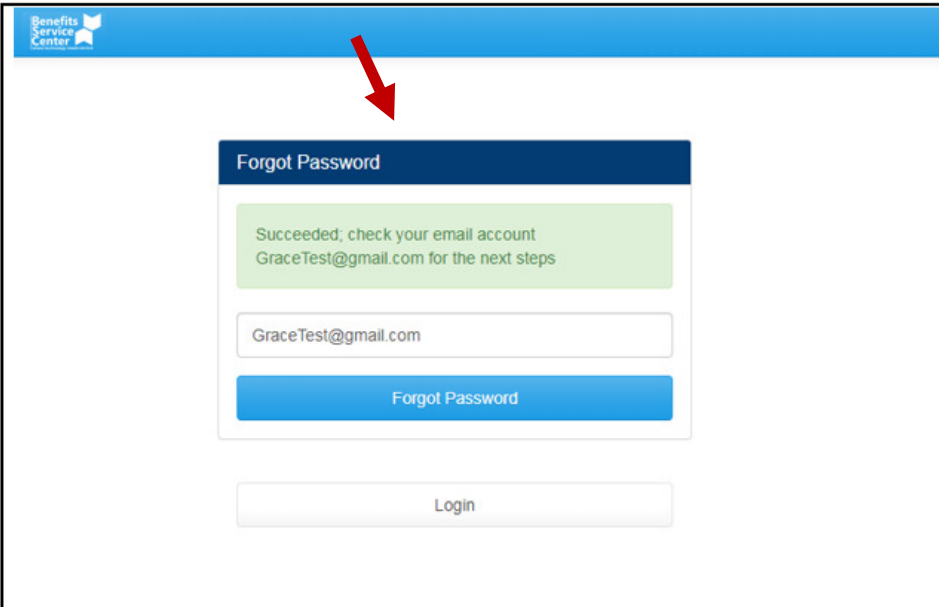
Resetting a Password

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 two links: 'Password problems?' and 'Logging in for the first time?'. The 'Forgot Password' button is highlighted with a red arrow.

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 Billy TEST. The header includes the Mohawk Industries, Inc. logo and the user name. The main content area is organized into several sections:








- Absence Claims:** Contains buttons for 'Start a new claim', 'Add time to an existing claim' (with a '1' notification), and 'View existing claims' (with a '1' notification).
- Disability Claims:** Contains a button for 'View existing claims' (with a '0' notification).
- Absence Time Summary:** Features five pie charts representing different types of leave: Federal FMLA, Hawaii Bone Marrow, Hawaii Family, Hawaii Organ Donor, and Hawaii Pregnancy Disability. Each chart includes a 'Regulations' link and a legend for 'Pending', 'Approved', 'Denied', and 'Remaining'.
- Forms and Information:** Contains links for '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 |  |
| 2020 Disability & Leave Web Page |  |
| Employee Leave Portal User Guide |  |

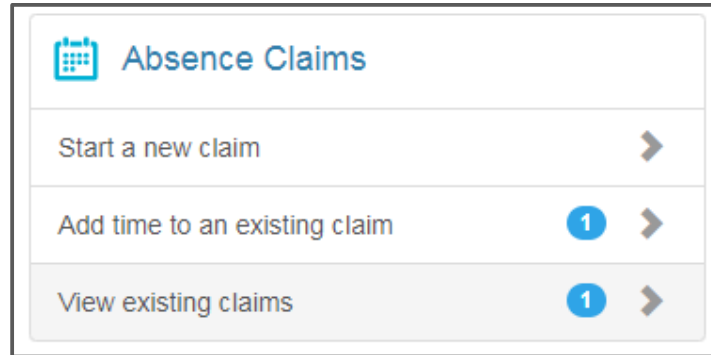
Help and Support

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.

|  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

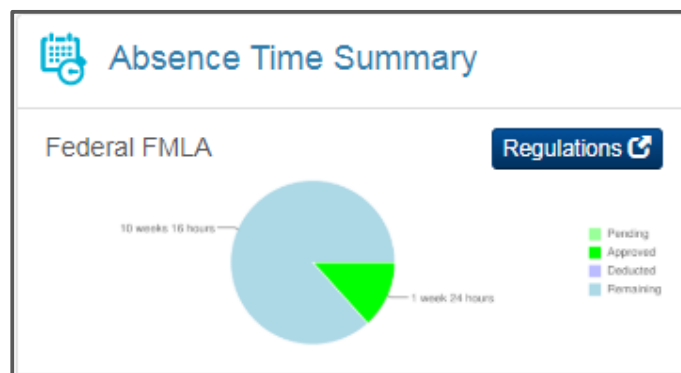
The disability claims section provides specific information on each disability claim. More information on viewing the information is available in **Section 4: Existing Leave of Absence Options**.



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.

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

Federal FMLA: The pie chart shows 9 weeks in the 'Approved' state (green) and 3 weeks in the 'Remaining' state (blue). The legend includes Pending (light green), Approved (green), Deducted (purple), and Remaining (blue).

New York Paid Family Leave: The pie chart shows 10 weeks in the 'Remaining' state (blue). The legend includes Pending (light green), Approved (green), Deducted (purple), and Remaining (blue).

A red arrow points from the 'Regulations' button for New York Paid Family Leave to a detailed help page. The help page, titled 'Absence Leave Help / New York Paid Family Leave', includes a navigation menu on the left with states listed (Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, District of Columbia) and a main content area with links for 'New York Paid Family Leave' and 'Absence Specification'. It also defines 'Covered Employers' and 'Employee Eligibility'.

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 portal for Naomi TEST at Mohawk Industries, Inc. The page contains a form for requesting a new leave of absence. The form has several fields and a dropdown menu:

- What is your family member's name?**: A text input field.
- What is this family member's relationship to you?**: A dropdown menu with a list of relationship types: Child, Domestic partner, Grandchild, Grandparent, In-law, In loco parents, Next of kin, Other, Parent, Sibling, and Spouse.
- What was the first date of injury/illness?**: A text input field.
- What was the first day of treatment?**: A text input field.
- Was there or will there be hospitalization?**: A text input field.
- Do you have a follow up appointment?**: A text input field.
- Who is the treating physician?**: A 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 has two main sections. The first section contains 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.

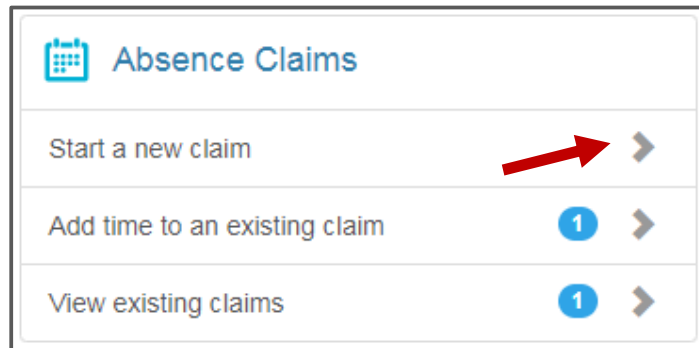
Always create a new leave as an **Absence Claim**. If disability is needed, the disability claim will auto-create upon creation of the absence claim.

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.

The screenshot shows a web form titled "GRACE TEST" with a sub-header "Absence - New Claim". The form contains several fields:

- What is the absence reason?**: A dropdown menu is open, displaying a list of options: Employees Own Illness or Injury (highlighted), Adoption/Foster Care, Bonding, Bone Marrow Donation, Care of a Family Member, Military Leave, Organ Donation, Personal Protected Leave, and Pregnancy/Childbirth.
- What type of leave are you requesting?**: A dropdown menu is visible but not open.
- Employees own illness or injury**: A section header with the subtext "Leave to care for your own serious health condition".
- Is this claim for an illness or an injury?**: A checkbox field.
- Is this a work related injury or illness?**: A checkbox field.

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

This screenshot shows the same "Absence - New Claim" form, but with the "What type of leave are you requesting?" dropdown menu open. The visible options are:

- Continuous (highlighted)
- Intermittent
- Reduced Schedule

 The "What is the absence reason?" dropdown is also visible and set to "Employees Own Illness or Injury".

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 displays the "Employees own illness or injury" section of the form, which includes the following fields:

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

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.

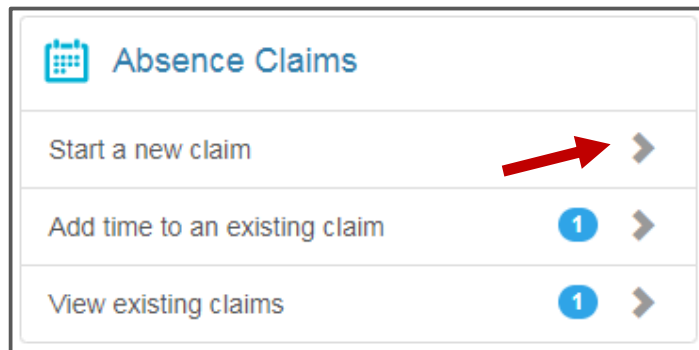
Step 5: Click **Create Claim** to finalize the claim. Changes to the record can be made as needed.

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.

The screenshot shows a form titled "Absence - New Claim" with a plus sign in the top right corner. There are 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 for "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". The form contains several 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.

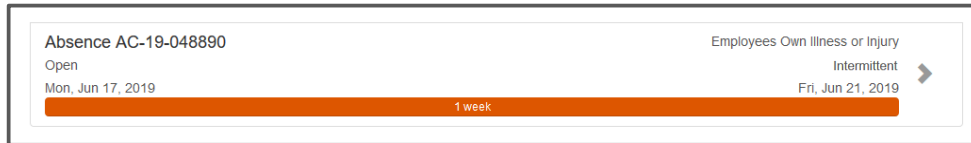
Notes
Enter any additional information

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**.

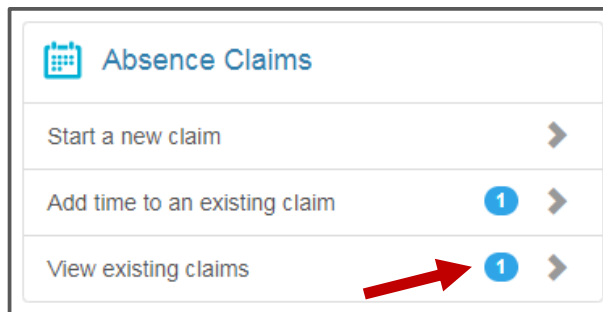


Section 4: Existing Leave of Absence Options

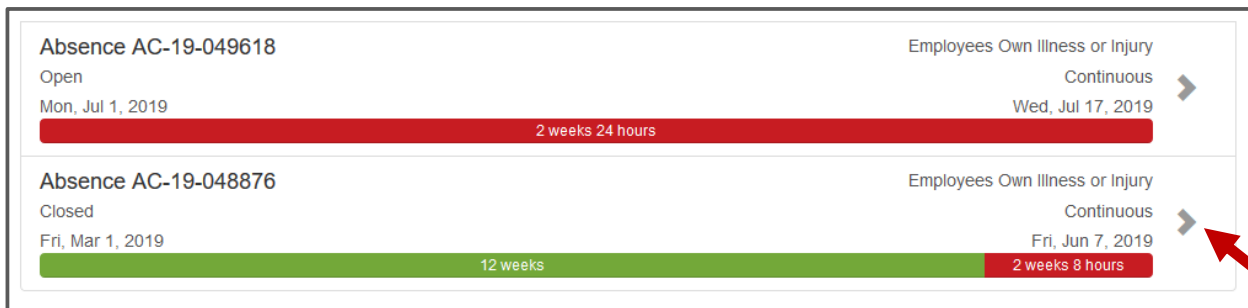
Following are details on how to view leave information and payment details, how to add times, notes, and documentation to an existing leave in the portal.

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 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 |

Intermittent Summary

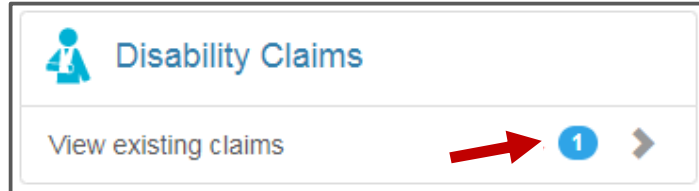
| Dates Summary | | | |
|---|-------------------|------------------------------|-------------|
| Fri, Mar 1, 2019 | | Fri, Jun 7, 2019 | |
| 12 weeks | | 2 weeks 8 hours | |
| Start | End | Duration | Status |
| Mon, Mar 25, 2019 | Wed, Jul 31, 2019 | twice every week for 8 hours | Approved |
| Fri, 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.

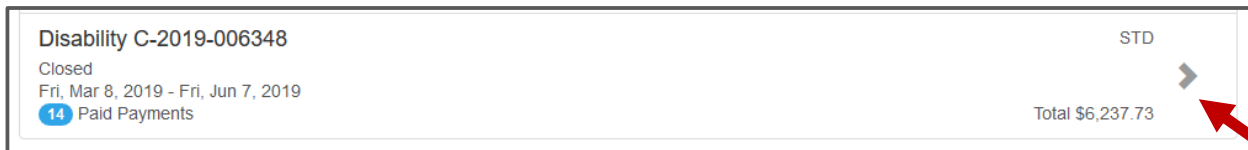
| Certifications Received 1 | | | |
|--|-------------------|-------------------|----------|
| Type | Required By | Received | Status |
| Provider Certification | Fri, Jun 14, 2019 | Fri, Mar 15, 2019 | Approved |

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.

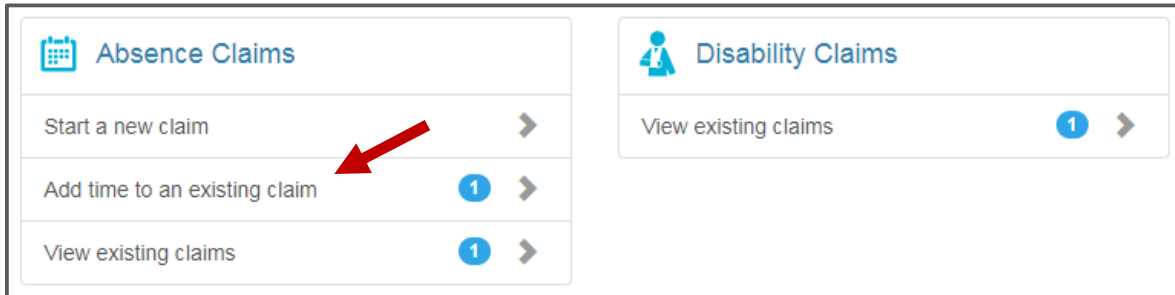
| Disability C-2019-006348 | | | | | |
|--------------------------|------------------------------|-----|------|----------|---|
| Type | STD | | | | |
| Status | Closed | | | | |
| Payment Start | Fri, Mar 8, 2019 | | | | |
| Payment Through | Fri, Jun 7, 2019 | | | | |
| Created | Fri, Jun 14, 2019 | | | | |
| 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.

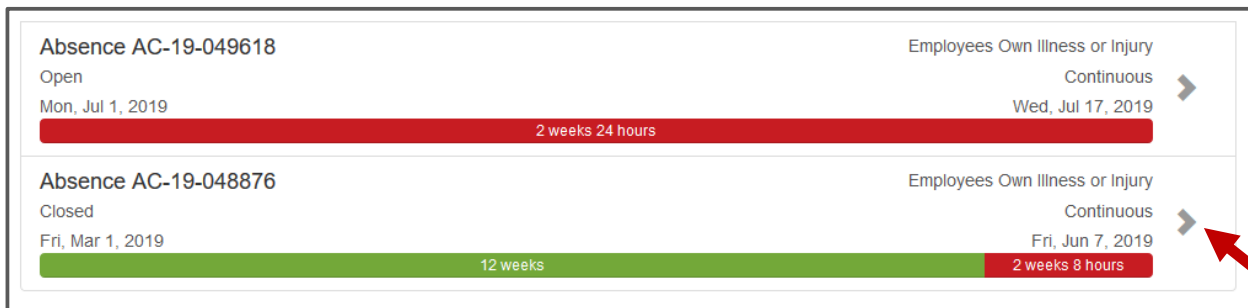
| BC-2019-007427 (STD) | | | | | |
|---|-------------------|-------------------|----------|----------|---|
| Payment Start | Fri, Mar 8, 2019 | | | | |
| Payment Through | Fri, Jun 7, 2019 | | | | |
| Paid Payments | 14 | | | | |
| Number | Payee | How | Paid | Amount | |
| P-2019-004333 | TOMMY TEST | | | \$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

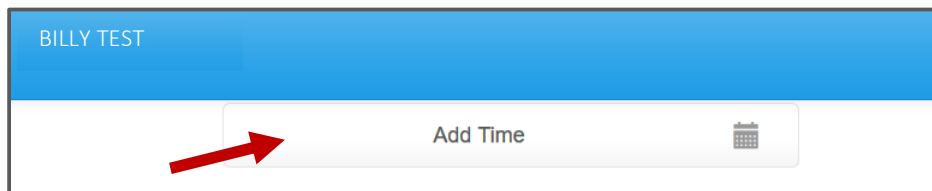
In order to add time to an existing open leave of absence, go to the homepage and select **Add time to an existing claim**.



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.

The screenshot shows a web form titled "Absence AC-20-042178 - Add Time". The form has a dark blue header with a calendar icon. Below the header, there are several sections:

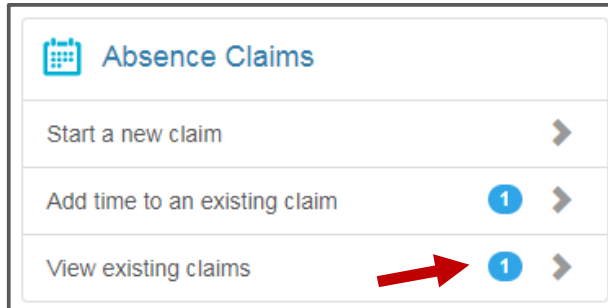
- From:** A date picker showing "06/25/2020" with a calendar icon. Below it, the text "Thu, Jun 25, 2020" is displayed. There are two "Copy" buttons with up and down arrows.
- To:** A date picker showing "06/25/2020" with a calendar icon and a blue "1" notification bubble. Below it, the text "Thu, Jun 25, 2020" is displayed.
- for:** A dropdown menu showing "8" and "hours".
- and:** A dropdown menu showing "0" and "minutes each day".
- for reason:** A dropdown menu showing "None". Below it, the text "Selection required" is displayed.

At the bottom of the form, there are two buttons: "Cancel" (white) and "Save" (blue). A red arrow points to the "Save" button.

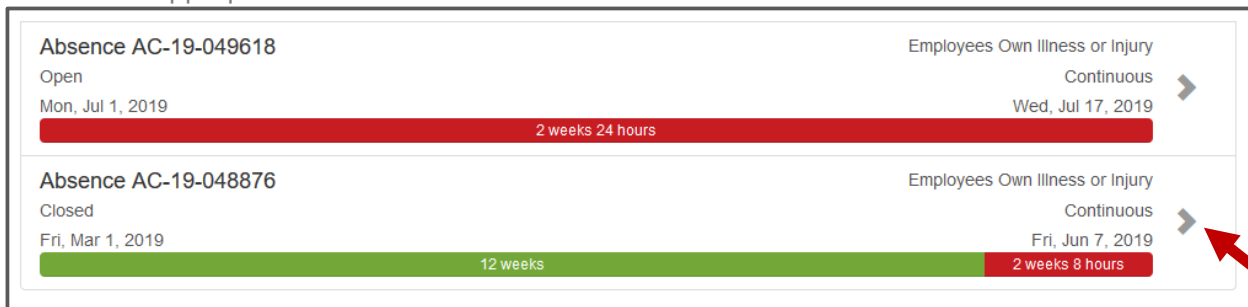
NOTE: Time cannot be added from the portal to a **closed** absence claim. For assistance with a request of this nature, please contact the Benefits Service Center (BSC) at 866-481-4922.

How to Add a Note to an Existing Leave

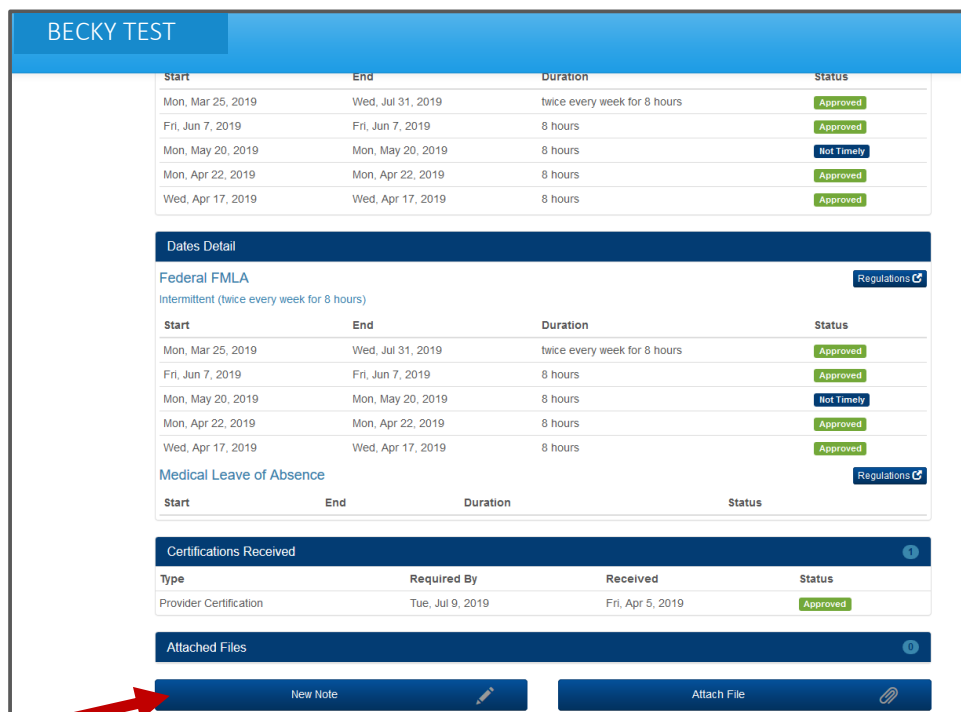
Adding a note to an existing leave is a **one-way communication** vehicle to the BSC leave administration team involved in the claim. In order to add a note to an existing leave, click on **View existing claims** from the homepage.



Click on the appropriate absence claim.

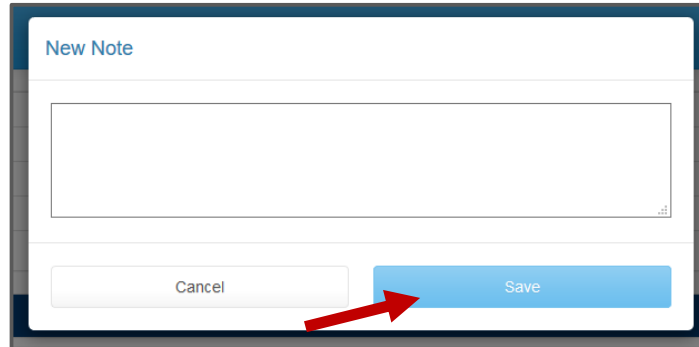


Select the option for a **New Note** at the bottom of the leave details.



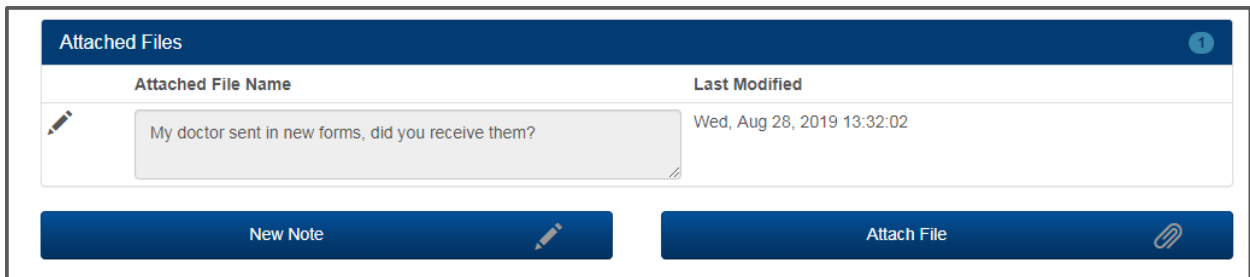
How to Add a Note to an Existing Leave (continued)

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




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 light gray '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 table contains one row with the following data:

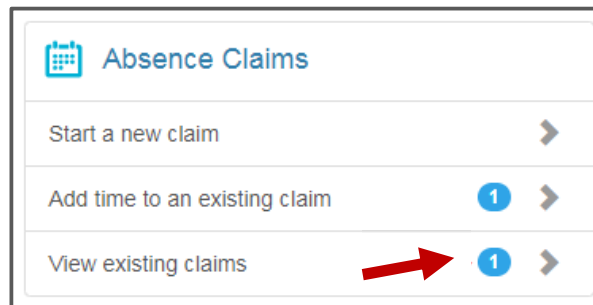
| Attached File Name | Last Modified |
|--|----------------------------|
|  My doctor sent in new forms, did you receive them? | Wed, Aug 28, 2019 13:32:02 |

Below the table are two buttons: a dark blue 'New Note' button with a pencil icon, and a dark blue 'Attach File' button with a paperclip icon.

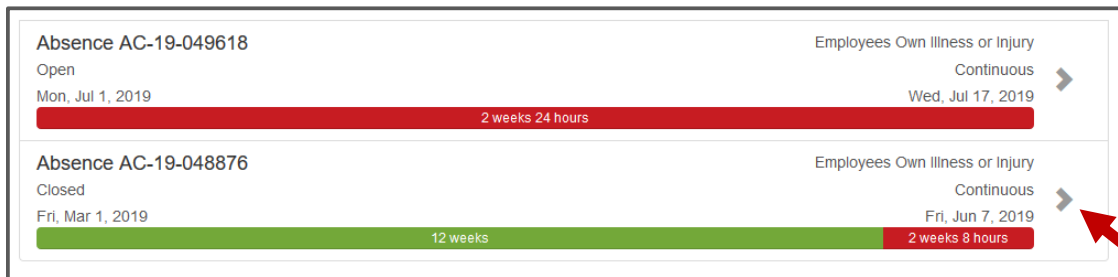
Even though prior notes submitted cannot be seen, new notes can continue to be entered as needed through the duration of the leave of absence process.

How to Upload Documentation to an Existing Leave

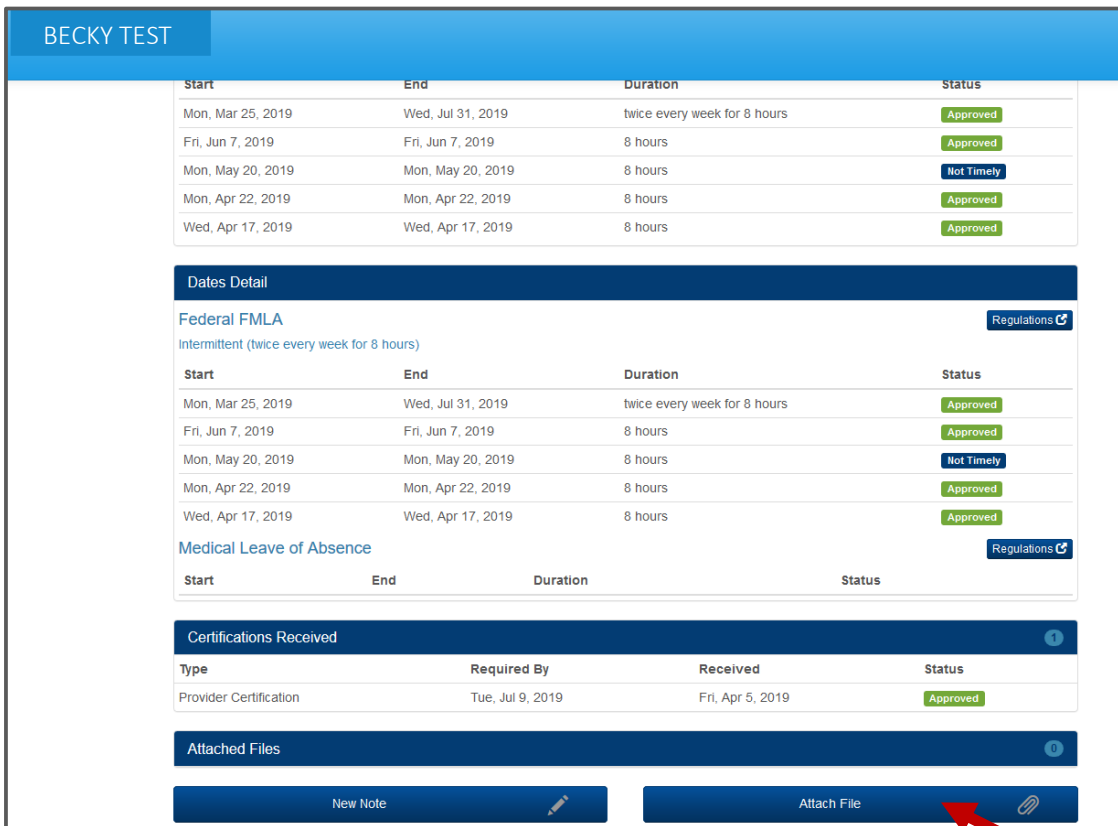
In order to add a document to an existing leave, click on **View existing claims** on the homepage.



Click on the appropriate absence claim.

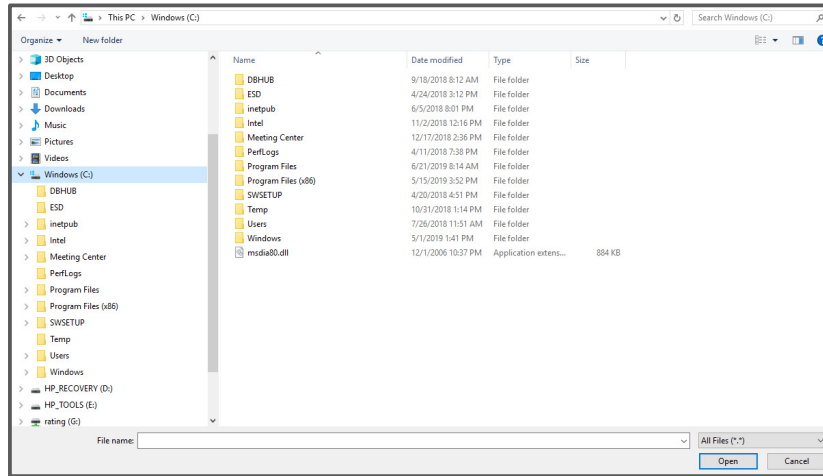


Select the option for **Attach File** at the bottom of the leave details.

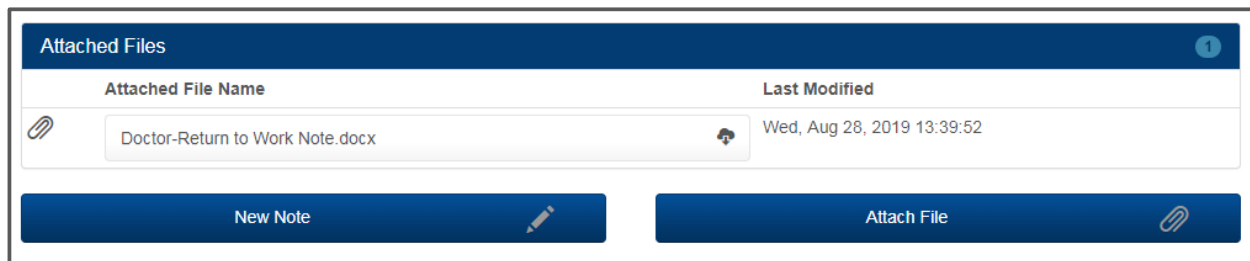


How to Upload Documentation to an Existing Leave (continued)

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.