LEAVE TRAINING GUIDE

JANUARY 1, 2021
AGENDA

- Introductions – Our Sedgwick Partners
- What’s Changing / What’s Not Changing
- Human Resources Role
- Enhancement Tools / Resources
- Who to contact
- Q&A
WHY DID UCI CHOOSE TO PARTNER WITH SEDGWICK?

Sedgwick offers enhancements to improve the Employee’s and HR’s overall experience:

- Compliance and subject matter expertise
- Heavy lifting for FMLA administration to free up HR resources
- Text and/or email messaging capability for Employees who opt in
- More ways for employees and physicians to provide documentation
- The ability for HR or the employee to contact their examiner online to ask questions or provide updates on a specific claim
- More ways to report returns to work
- Comprehensive weekly “push” reporting for HR regarding open and newly closed claims
WHAT’S NOT CHANGING?

- **Short Term Disability Administration** will remain the same. Lincoln Financial Group will continue to manage UCI’s Short Term Disability process.
  - Sedgwick will coordinate with Lincoln Financial Group when necessary
- **Long Term Disability Administration** will remain the same. Lincoln Financial Group will continue to manage UCI’s Long Term Disability process.
- **Workers’ Compensation Administration** is currently with and will remain with Sedgwick
  - Sedgwick will coordinate the FMLA component of Worker’s Compensation cases
WHAT IS TIME AWAY FROM WORK?

A complementary set of programs that provide UCI employees with time away from work to recharge or recover.

**Paid Time Off (Sick Time)**
Bank of hours you can use to receive your pay during vacations or other eligible time away from work.
ADMINISTERED LOCALLY

**Short-Term Disability**
During the first 26 weeks, unable to perform with reasonable continuity the Essential Functions of the employee's usual occupation at UCI due to an illness or injury, based on an approved medical certification.
ADMINISTERED BY LINCOLN FINANCIAL GROUP

**Long-Term Disability**
Provides income protection if you become disabled and are unable to work for an extended period of time.
ADMINISTERED BY LINCOLN FINANCIAL GROUP

**Leaves of Absence**
FMLA, CA state leave laws, personal, military training, military active duty.
ADMINISTERED BY SEDGWICK
**PAID TIME OFF (PTO)**

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SHORT-TERM DISABILITY COVERAGE

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### WHAT’S NEW FOR LEAVE ADMINISTRATION?

Beginning January 1, 2021 Sedgwick will administer leaves for UCI. The leave services will include:

#### All new leaves with a first day absent of 01/01/2021 or later, to include:

<table>
<thead>
<tr>
<th>Continuous</th>
<th>Intermittent</th>
<th>FMLA/California State Leaves</th>
<th>Company Leaves (Personal)</th>
<th>Military</th>
</tr>
</thead>
</table>

#### Historical leave data (where available) will be loaded for entitlement tracking and eligibility, to include:

| All current open or pending CA statutory leaves: Federal, State, and Military | All current open or pending exception leaves: Reasonable Accommodation, Personal, Other |
HERE’S WHAT IS NEW FOR EMPLOYEES

Employees options for sharing and accessing leave case information

- Employees can submit information online, by phone, by fax or US mail
- Employees can receive case information and updates through the mail, email or text
- Email communications includes a link to appropriate short informational videos to assist employees and to share overviews related to the leave process

24 hours a day, 7 days a week system access

mySedgwick provides employees and stakeholders access to case information. Information that is viewable includes the leave status and anticipated return to work information.

The information that is viewable is the most current information known
ADA
ACCOMMODATIONS
ADA: OVERVIEW

- Workplace accommodations (additional breaks, physical limitations, etc.)
- Unpaid leave/job protection
- Intermittent time off for appointments/treatment
- Ergonomic items (larger screens, sit/stand workstations, and more)
- Gather information on employee’s situation, medical limitations to make recommendations for the department to work together to meet the needs of the employee and the needs of the business
- Coordination with employee/HR department
- Coordination with healthcare providers
THE EMPLOYEE EXPERIENCE
A SEAMLESS PROCESS

Day 0
Call or go online to report a leave or accommodation

Day 1 for text or email
A text or email will confirm receipt of the claim followed by an email or mailed packet of information.*

Day 2
A specialist will call and guide through the process and discuss the medical information needed.**

Day 13
We will send a reminder to the claimant that medical information is due if not yet received. If medical is received at anytime during the 20 days, a specialist will review within 2 business days.

Day 21 or within 2 business days of complete information received
A specialist will make recommendations to the location, and inform employee of the department's ability to accommodate/next steps.

7 days prior to benefit approval end date
A specialist will reach out approximately one week prior to end of each approval period to assess appropriate next steps. This will continue until the claimant returns to work.

*Employee must opt in to receive texts and/or emails
THE EMPLOYEE EXPERIENCE
WHAT RESOURCES ARE AVAILABLE TO ASSIST OUR EMPLOYEE?
TOOLS AND SYSTEM RESOURCES

mySedgwick Online Portal
www.mysedgwick.com /UCI
Self-Service tool from your personal device or SMART phone available 24/7/365

Documents can be uploaded via mySedgwick

Intake Service Center
Call: 855-922-2152 *
Interactive Voice Response (IVR): 24/7/365 days per year
Service Center Hours of Operation: 5:00 a.m. – 5:00 p.m. Pacific M-F
Speak with Leave/Accommodation Specialist: 6:00 a.m. - 7:00 p.m. Pacific M-F

Fax, Email, and Mail
To submit documents:
Upload: mysedgwick.com/UCI
Toll Free Fax Number: 855-800-5116
Mailing Address: Sedgwick Claim Management Services, Inc.
PO BOX 14648
Lexington, KY 40512-4648
Email: Claimdocuments@sedgwick.com

Employer Services
Call: 855-922-2152
Team and Interactive voice available to address inquiries related:
• Pay Integration
• State Benefits continuation
• Return to work system access

*The Interactive voice response systems for both the internal and external teams are connected. Employees will be able to navigate to either the internal or external team members per their inquiry and needs.
MYSEDGWICK PLATFORM
EMPLOYEES OPTIONS

• Online option to report and view cases (24/7)
  • Report leaves via the portal, available through their PC, tablet or smartphone
  • View case status on the portal or elect to receive case updates and communications by mail, email, or text

• Communications and expanded access to resources
  • Communicate with their case examiner thru the portal to ask questions and provide status updates
  • Email notifications will provide clear direction on status and next steps
  • Informational videos have been created to help walk through the process, & will be sent via text and email
MYSEDGWICK - EMPLOYEE FEATURES

Mobile employee dashboard

Claims Calendar

Notifications

Activity Stream

FAQ and Training Documents
Helpful Links
Helpful Videos

Communication Center

My Claims

BEGIN
DATE

CLAIM NUMBER

5/22/2020
B710260191100001AA

5/22/2020
301791110136001

Report New Claim

Need to report a new claim? You can start a new claim by clicking here.

View new claims with the ability to confirm important dates
Receive notifications about key claim events

Ability to confirm return to work dates
Communicate directly with a specialist
LEAVE REQUEST TIMELINE FROM REQUEST TO DETERMINATION

- Medical Certification/HealthCare Provider Form (HCPF) received prior to due date will be reviewed within 2 business days.
- Actions due on a weekend or holiday will be completed next business day.

Day 1
- Absence/disability reported – Day zero
- Information packet sent (via mail or email if elected)
- Initial contact with employee, as needed
- HR and Manager notified of leave via email

Day 3, 5
- Follow up with employee as needed to discuss responsibilities & expectations during leave

Day 13
- Follow up call/text and letter to Employee if medical certification has not been received

Day 21
- Decision letter approval, text or email if opted in
- Decision denial (denial if documentation not received) and phone call to Employee and letter
- Leave status report to Local HR
HR AND MANAGERS RESOURCES TO ASSIST HR AND MANAGERS
Online option to report and view cases (24/7)
For absences with a date of 01/01/21 and beyond, will have access to view the status of an employee’s leave

Visibility will be designated by and limited to region assignment per demographic file

Communications
Utilize mySedgwick to contact the assigned case examiner to seek or share information related to an employee’s case

Email notifications to HR partners will provide clear direction on status and next steps

Informational videos have been created for HR and managers
**MYSEDGWICK - HR/Manager Self Service Tools**

**Mobile Manager Dashboard**

- Easily view which employees are currently off work
- Receive notifications about key case events
- Ability to confirm return to work dates
- Quickly toggle between direct and indirect employees

**New Claims**

<table>
<thead>
<tr>
<th>NAME</th>
<th>DATE REPORTED TO SEDGWICK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tan Burgundy</td>
<td>07/11/2020</td>
</tr>
<tr>
<td>Cerise Tan</td>
<td>08/08/2020</td>
</tr>
<tr>
<td>Scarlet Lemon</td>
<td>04/07/2020</td>
</tr>
<tr>
<td>Black Blue</td>
<td>08/23/2020</td>
</tr>
</tbody>
</table>

**Report Employee’s New Claim**

Need to report a new claim for an employee? You can start their new claim by clicking here.

**Notifications**

- Scarlet Lemon: Intermittent - 880660090050002TC Scarlet Lemon's Intermittent leave of absence is currently pending.
- Silver Red: Continuous LOA - C0012709002000001TC Silver Red's determination on their Continuous leave of absence will be made by 2/17/2020.
- Cerise Tan: Continuous LOA - C0012209002000002TC Cerise Tan

**Communication Center**

- Messages can be sent to the claims examiner while viewing the claim
- Messages sent will appear in the Communication Center

**Employees Off Work**

<table>
<thead>
<tr>
<th>NAME</th>
<th>FROM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tan Burgundy</td>
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<td>09/05/2020</td>
</tr>
<tr>
<td>Black Blue</td>
<td>09/03/2020</td>
</tr>
<tr>
<td>Silver Red</td>
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</table>

Search for an Employee

You can search for an employee using this feature.

Visit The Learning Center

FAQ and Training Documents
Helpful Links
Helpful Videos
REPORTS AND CASE STATUS INFORMATION

Leave Status Report and Intermittent Absence Report

- Leave Status Report will include all open LOA cases and cases that have closed since the last report was created.
- Intermittent Absence Report will include all intermittent absences reported or updated since the last report was created.

Helpful Information

- Regularly scheduled case activity reports will be sent to HR for various locations.
- An employee may have multiple leave cases open at any given time.
- Absence followed by an FML designated absence, for example: Pregnancy, then Bonding, these leaves will be separate entries on reports.
OUR ROLES AND RESPONSIBILITIES

TOGETHER WE CAN ENSURE A SUCCESSFUL PROGRAM AND HELP CREATE POSITIVE EMPLOYEE EXPERIENCES.
What are the Employee’s responsibilities?

• Report all leave requests and intermittent absences timely to Sedgwick and follow local call-off procedures

• Provide all required documentation within noted timeframes

• Keep Manager, Local HR and Sedgwick informed about return to work (RTW) plans or need for additional time

• Observe local call-off procedures
ROLEs AND RESPONSIBILITIES

What are Human Resources responsibilities?

• **Coach** Employees to report their leave timely

• **Review** weekly reports, email communications, and mySedgwick to ensure all known employee absences are reported

• **Participate** in the evaluation process for reasonable accommodation requests

• **Communicate** directly with Sedgwick when there are any questions during the leave
  • When contacted, confirm employee’s return to work dates
  • Provide relevant information, when known, or requested
ROLES AND RESPONSIBILITIES

What are Manager’s responsibilities?

- **Coach** Employees to report their leave timely

- **Review** email communications, and mySedgwick to ensure all known employee absences are reported

- **Participate** in the evaluation process for reasonable accommodation requests

- **Communicate** directly with Sedgwick when there are any questions during the leave
  - Confirm RTW (return to work) or advise Sedgwick of any changes
  - When contacted, confirm employee’s return to work dates
  - Provide relevant information, when known, or requested
ROLES AND RESPONSIBILITIES

What are Sedgwick’s responsibilities?

• **Management** of all regulatory and company policy leaves

• Provide **timely communications** to employees, HR & managers

• **Respond promptly** to inquiries and questions within 1 business day

• **Ensure compliance** – verify that medical documentation supports leave per regulatory or policy guidelines

• **Efficient program administration**, share data and reports where warranted related to the leave management program’s performance

• **Accurate** and timely completion of employer functions (pay integration, employee engagement, return to work processing, etc.)
On 01/01/2021 – we launch!

The Sedgwick team will continue to share information and provide updates to you.

We rely on your partnership to improve our programs and processes. We welcome your insights.

There is more to come - there will be ongoing calls and trainings opportunities.
WE WELCOME YOUR QUESTIONS
THE END