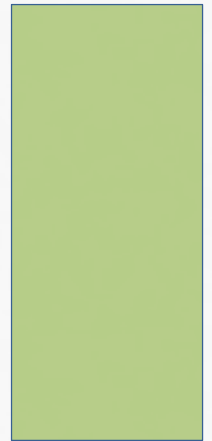


LEAVE TRAINING GUIDE

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)

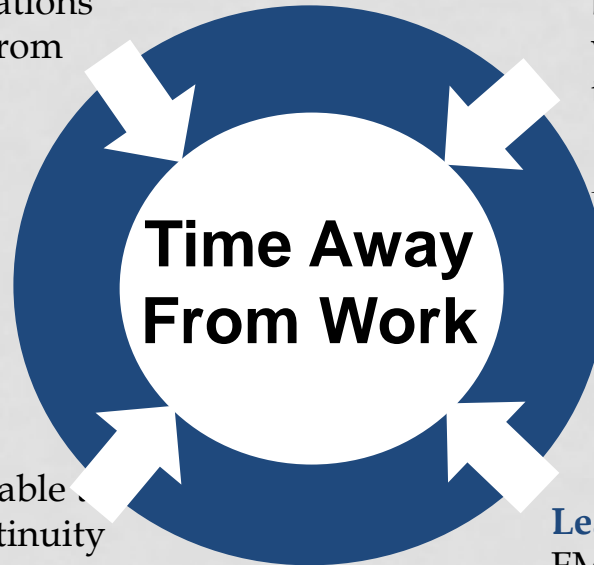
Bank of hours you can use to receive your pay during vacations or other eligible time away from work.

ADMINISTERED LOCALLY

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



Time Away From Work

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

Leaves of Absence

FMLA, CA state leave laws, personal, military training, military active duty.

ADMINISTERED BY SEDGWICK

PAID TIME OFF (PTO)

Paid Time Off

(Sick/Vacation/PTO/Comp Time)

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ADMINISTERED BY SEDGWICK

SHORT-TERM DISABILITY COVERAGE

Paid Time Off (Sick/Vacation/PTO/Comp Time)

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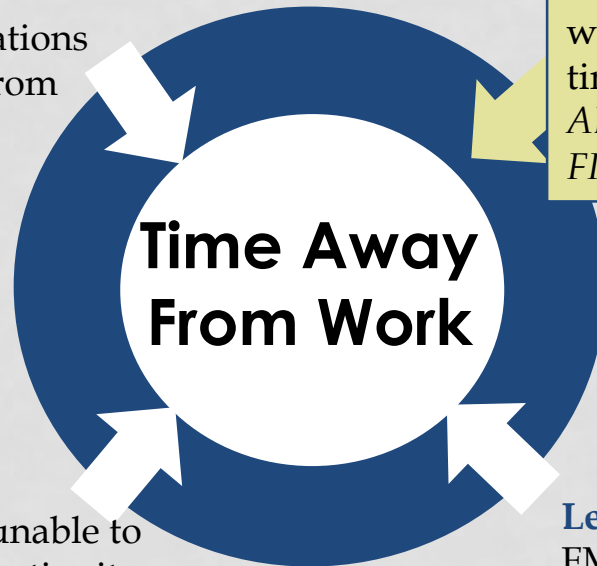
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Leaves of Absence

FMLA, CA state leave laws, personal, educational, military training, military active duty.

ADMINISTERED BY SEDGWICK

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:

Continuous

Intermittent

FMLA/California
State Leaves

Company Leaves
(Personal)

Military

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
ACCOMODATIONS

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 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.

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.

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.*

Varies depending on claim

A specialist will attempt to reach the employee three separate times within 5 business days to initiate the interactive discussion.

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.



EMPLOYEE

1

3

5

7

2

4

6

*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 smart phone
 - 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

mysedgwick

☰

[My Dashboard](#) [Preferences](#) [Logout](#)

Include Closed Claims

My Claims

BEGIN DATE	CLAIM NUMBER
> 5/22/2020	B710260191100001AA
> 5/22/2020	301791101360001

[Report New Claim](#)

Need to report a new claim? You can start a new claim by [clicking here](#).

[MORE](#)

Claims Calendar

< JUN 14 - JUN 20, 2020 >

Intermittent Absences Only

Wednesday June 17, 2020

- Intermittent

i This calendar shows claims that involve time away from work.

[EXPORT](#) [MORE](#)

Notifications


DISMISS OPEN

Intermittent - [B908270923600003TC](#) [✉](#)

Your intermittent absence for 8/14/2019 was received and is currently Pending.

Activity Stream

- 6/29/2021
[B908270923600003TC](#)
Your request for Intermittent leave of absence has been approved.
- 6/10/2021
[B908270923600002TC](#)
Your actual first day of absence on your Continuous leave of absence was reported as ...
- 3/5/2021
[B908270923600003TC](#)
Your request for Intermittent leave of absence is pending.



[Visit The Learning Center](#)

FAQ and Training Documents [✉](#)

Helpful Links [✉](#)

Helpful Videos [✉](#)

Communication Center

CONVERSATION THREADS	NEW MESSAGES	OPEN
Continuous LOA - B710260191100001AA		✉

- 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

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Day 1	2	Day 3	4	Day 5	6	7
8	9	10	11	12	Day 13	14
15	16	17	18	19	20	Day 21
22	23	24	25	26	27	28
29	30	31				

- 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.



- 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



- Follow up with employee as needed to discuss responsibilities & expectations during leave



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



- 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

MYSEDGWICK PLATFORM - HUMAN RESOURCES 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

mysedgwick

Select Dashboard ▾ Preferences Logout


You are viewing your Manager Dashboard
If the employee you are looking for is not listed, you can use Search For an Employee or Filter by Manager if available.

Filter by Manager ^

Include Indirect Reports

Welcome

With mySedgwick, you can view details about claims, easily update information, view and upload claim documents to keep the process moving forward, and much more. You can also communicate securely with us or request assistance. For additional information, please refer to the Learning Center.



Search for an Employee
You can search for an employee using feature.

New Claims

NAME	DATE REPORTED TO SEDGWICK
> Tan Burgundy	07/11/2020
> Cerise Tan	08/08/2020
> Scarlet Lemon	04/07/2020
> Black Blue	08/23/2020

Report Employee's New Claim

Need to report a new claim for an employee? You can start their new claim by [clicking here](#).

MORE 3

- 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

Notifications

NAME	NOTIFICATION
> Scarlet Lemon	Intermittent - B806060900500002TC Scarlet Lemon's Intermittent leave of absence is currently pending.
Silver Red	Continuous LOA - C001270900200001TC Silver Red's determination on their Continuous leave of absence will be made by 2/17/2020.
Cerise Tan	Continuous LOA - C001220900200002TC Cerise Tan's

MORE

Employees Off Work

NAME	FROM
> Tan Burgundy	09/15/2020
> Scarlet Lemon	09/05/2020
> Black Blue	09/03/2020
> Silver Red	08/08/2020

MORE 2

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

Communication Center

NAME	EMPLOYEE ID	NEW MESSAGES	OPEN
You do not have Open Conversations. Please go to the Employee Dashboard to initiate a new conversation.			

Visit The Learning Center

OPEN

- 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 employees may have multiple leave cases open at any given time
- Absence followed by an FML designated absence, for ex: 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.

ROLES AND RESPONSIBILITIES

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.)

WHAT'S HAPPENING NEXT?

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