

# Leave of Absence Program FAQ

**Q: Do I have to call Sedgwick each time I'm absent?**

**A:** It depends on the circumstance:

- If you're absent (or expect to be) for more than three consecutive days or on multiple dates → **Yes**.
- If your claim is approved for a continuous absence → **No**.
- If your claim is approved for intermittent absences → **Yes**.
- If you're absent from your job for reasons not covered by your benefits – for example, due to most child care issues, car troubles or brief, non-serious illnesses → **No**. However, you should continue to follow your employer's attendance policy.

**Q: What if I don't call Sedgwick to report an absence?**

**A:** Your coverage may be delayed or denied.

**Q: Should I still call my supervisor if I'm unexpectedly absent from my job?**

**A:** Yes, any time you're absent from your job, you should follow your employer's attendance policy.

**Q: Whose responsibility is it to ensure that documentation to support my claim is completed?**

**A:** It is ultimately your responsibility to make sure all documentation, including medical forms completed by a healthcare provider, are completed and returned to Sedgwick by the due date specified.

**Q: I received a medical release form in my Sedgwick packet. Do I need to sign this form in order for my absence to be approved?**

**A:** No, signing the release form is optional but helps expedite the absence approval process. If you sign the release, Sedgwick can communicate directly with your doctor's office if there are medical questions regarding your claim.

**Q: Who do I return the completed medical forms to?**

**A:** Either you or your healthcare provider should return completed forms to Sedgwick via mail or fax. Medical forms should not to be returned to Human Resources or your supervisor.

**Q: Do I have to submit a doctor's note each time I take intermittent leave under the FMLA?**

**A:** No, once your FMLA claim is approved, you don't need to supply doctor's notes each time you're absent. If you need more leave than anticipated by your healthcare provider, Sedgwick may ask for an updated medical form.

**Q: Can I take FMLA in less than whole-day increments?**

**A:** Yes, FMLA can be taken in weeks, days, hours and sometimes less than an hour. Your employer must allow FMLA leave in the smallest increment that's allowed for other forms of leave.

**Q: If I have a lifelong health condition that requires FMLA leave, how often will I need to provide medical documentation to support my need for leave?**

**A:** Generally, you'll need to recertify your condition every six months unless the circumstances surrounding your need for leave change.

**Q: Is my medical information secure with Sedgwick?**

**A:** Yes, Sedgwick has technical, physical and administrative measures in place to protect the information associated with your claim and seeks only the information necessary to evaluate your claim.

*Questions? Contact Sedgwick at  
888.436.9530, or visit the Employee  
Portal at [timeoff.sedgwick.com](https://timeoff.sedgwick.com).*