



AT THE FOREFRONT

**UChicago  
Medicine**

**YOUR GUIDE TO**

# **TOTAL ABSENCE MANAGEMENT REPORTING**

As a University of Chicago Medical Center employee, you have access to a broad range of pay and benefit programs designed to help improve your total health — your physical, financial, personal and professional health. This includes valuable disability benefits to help protect your income if you are unable to work due to sickness, injury or pregnancy.

UCMC works with Sedgwick to make it easy for you to report and manage your disability absence, as well as leaves that qualify as Family and Medical Leave (FML).

Sedgwick provides:

- **A convenient toll-free phone number** — You can quickly and efficiently establish your claim or leave by calling **1-855-311-9661**.
- **Extended service hours** — The Sedgwick Reporting Center is available 7 a.m. to 7 p.m. Central, Monday through Friday.
- **Online access** — Track and review your absence and your claim information at **mySedgwick.com/UCMC**.
- **Professional service** — Sedgwick representatives will address your needs quickly and treat you with compassion and respect.



## How to Report Your Absence

If you are absent or expect to be absent from work for **more than three calendar days** due to sickness, pregnancy, accidental injury and/or FML, you must:

1

Notify your supervisor at least 30 days prior to the start of your absence or as soon as possible if it was unforeseen.

2

Call the Sedgwick Reporting Center at **1-855-311-9661**, Monday through Friday, 7 a.m. to 7 p.m. Central.

An absence due to the following may qualify for leave under the Family and Medical Leave Act (FMLA), as well as state leave laws similar to the FMLA (“FML”):

- Sickness
- Injury (includes work-related)
- Hospitalization
- Pregnancy
- Your own serious health condition
- The serious health condition of a family member

If you do not qualify for FML, other types of non-FML leave may be available, including military, personal or educational.

**The Sedgwick leave coordinator will help you determine the type of leave**, including short-term and long-term disability, you may be entitled to and qualify for, based on UCMC’s absence policy and consistent with applicable law.

# Information Sedgwick Might Need from You

The information required from you may vary based on the type of leave for which you might qualify. Please have the following information available when reporting a covered event or condition or FML request:

- **Personal information** — Your name, address, telephone number, Social Security number and job title.
- **Job information** — Your workplace location and address, work schedule, supervisor's name and telephone number, and date of hire.
- **Sickness/injury information (if applicable)** — Your last day worked; nature of the illness/absence; how, when and where the injury occurred; when the covered event or condition commenced; and the actual or approximate date you anticipate returning to work (if known).
- **Treatment provider Information (if applicable)** — The name, address, telephone number and fax number for each treating health care provider.
- **Authorization to release your medical information (if applicable)** — The release of your medical information to Sedgwick might be required. If applicable:
  - Inform your health care provider(s) that Sedgwick will be administering your claim or leave and that you authorize the release of your medical information to the Sedgwick claims office.
  - An "Authorization to Disclose Information about Me" form may be mailed to you from Sedgwick after you report your disability claim or FML. You can expedite this process by downloading this form at [mySedgwick.com/UCMC](https://mySedgwick.com/UCMC). Click on the "Forms" link in the upper right-hand corner of the navigation bar. Sign and return this form as soon as possible. This release authorization will expedite the processing of your claim.
- **FML information** — If applicable, Sedgwick will provide you with a Health Care Provider Certification (HCPC) form. You must submit an HCPC if you are requesting a leave of absence for a serious health condition other than your own, or if you have decided not to pursue your short-term disability claim. **It is your responsibility to ensure the HCPC is provided to Sedgwick within the time requirement noted on the form.**

# What You Can Expect

## INITIAL NOTIFICATION

When you report a short-term disability claim or FML, Sedgwick will send you written acknowledgement of your request. You might be contacted by a Sedgwick case manager or leave coordinator within a few business days if Sedgwick needs to discuss additional information with you. For example:

### FOR FML:

- To authenticate the HCPC
- To clarify information on the HCPC
- If a second medical opinion is needed
- To obtain any other necessary information that might be missing from your application, depending on the reason for your leave

### FOR DISABILITY CLAIMS:

- You may be contact to discuss your medical condition, including the effect it has on your ability to do your job, and your treatment plan.
- Your health care provider may be contacted, if applicable, to discuss your medical information, treatment plan, prognosis and functional abilities.
- UCMC might be contacted to discuss your specific job duties in detail; *confidential medical information will not be shared with UCMC except for plan administration purposes such as return to work.*

**Effective communication is a two-way process.** Please call your Sedgwick case manager or leave coordinator anytime you have questions or concerns about the program or your case. Customer service also is available to answer your questions. Call **1-855-311-9661**, Monday through Friday, 7 a.m. to 7 p.m. Central. You can also review your claim information at [mySedgwick.com/UCMC](https://mySedgwick.com/UCMC).



# Information to Keep on Hand

Cut out this card, fold it and keep it handy so you are prepared in the event you need to report an absence. For more information, please visit the UCM intranet and click “Absence Management” on the HR and Benefits page.

## How to Report a Leave of Absence

If you are absent from work for **more than 3 calendar days** due to sickness, pregnancy, accidental injury and/or Family and Medical Leave (FML), you must:

**1**

Notify your supervisor.

**2**

Call the Sedgwick Reporting Center at **1-855-311-9661**, Monday - Friday, 7 a.m. - 7 p.m. Central.

### Be prepared to provide the following information when you call Sedgwick:

- Your name, address, phone number, Social Security number and job title
- Your work address, hire date, and supervisor’s name and phone number
- Your last day worked, nature of your absence, date the disability began, and anticipated return-to-work date
- The name, address, phone and fax numbers of treating health care provider(s)
- Authorization to release your medical information to Sedgwick



## IMPORTANT REMINDERS

**Additional Protection Under the Americans with Disabilities Act:** If you are disabled as defined by the Americans with Disabilities Act (“ADA”), you may also qualify for a leave of absence, or the extension of an existing leave of absence, as an ADA accommodation. You may also be entitled to other reasonable accommodations to help you return to work. In general, an accommodation is any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities. If you believe you may be eligible and need a leave or leave extension that was not granted by Sedgwick or you are seeking other reasonable accommodations under the ADA, please contact HR Shared Services at **773-702-2355**.

**If You Still Have Concerns:** UCMC is partnering with Sedgwick to make the leave process efficient and easy for you to use, but UCMC remains responsible for all decisions related to its leave policies and is committed to full compliance with its legal obligations as an employer. If you develop any concerns about whether the leave policies are being administered correctly or in compliance with the law, you are encouraged to contact Leave of Absence & Disability, Senior Administrator at **773-834-2167**.