

Managing Employee Absences

Frequently Asked Questions for Managers

Milton CAT



These FAQs can answer some of your questions about assisting your employees in reporting absences.

When should employees contact The Standard?

Tell your employees to contact Standard Insurance Company (The Standard[®]) if they are absent from work or know they will be absent from work for any of the following reasons:

- Their own serious health condition (including pregnancy)
- To care for their newborn child
- The placement of their adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military need, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military
- For leave due to an employee's own military service
- Paid family and medical leave

How do my employees report an intermittent absence?

When employees miss time associated with an intermittent leave, they can quickly and easily report absences through either The Standard's self-service phone system or the self-service web portal. The employee FAQ includes instructions for how to use this feature. Employees also need to report the absence to you and HR@MiltonCAT.com through the normal absence reporting process.

What if my employees work in a state with Paid Family and Medical Leave?

Massachusetts

Employees working in Massachusetts may be eligible to receive paid medical leave or paid family leave under a program administered by The Standard. Employees should contact The Standard if they:

- Feel they're entitled to benefits
- Would like more information
- Wish to submit a claim

Managing Employee Absences

Frequently Asked Questions for Managers

New York

Employees working in New York may be eligible to receive paid medical leave or paid family leave under a program administered by The Standard Life Insurance Company of New York. Employees should contact The Standard Life Insurance Company of New York if they:

- Feel they're entitled to benefits
- Would like more information
- Wish to submit a claim

Where do employees find The Standard's contact information?

Employees can find The Standard's contact information in the FAQ for employees.

Who is responsible for notifying me of employee absences?

The first step in initiating a leave of absence is for employees to notify you of their need to take a leave. The employee is then responsible for contacting The Standard.

After the employee contacts The Standard to initiate a request for time off under the Family Medical Leave Act and/or files a claim for Short Term Disability, paid family leave, state disability, HR@MiltonCAT.com will receive an email notifying Human Resources that your employee has requested a leave of absence.

Employees are always responsible for following the normal Milton CAT absence reporting procedures and notifying you and HR@MiltonCAT.com of their absences. This includes employees on intermittent FMLA, as they are responsible for reporting their absences to both you, HR@MiltonCAT.com (per your policy) and The Standard.

How do I know if employee leaves of absence have been approved?

It will take approximately one week for The Standard to make a leave decision once the employee's completed claim application is received. As soon as we make this decision, we'll notify HR@MiltonCAT.com via email.

After the employee serves the benefit waiting period (as outlined in your group policy), STD benefit payments are paid in arrears to the employee on a weekly basis. In most cases, we mail checks to the employee's residence on Wednesday of each week. STD benefit payments that are payable for retroactive claims will be mailed following claim approval.

How do my employees log in online?

Log in at standard.com/absence.

First-time users will need to create an account. The website has a step-by-step guide on how to do this.

More questions?

Call The Standard's
Absence Management
Service Center at
833.960.1105.

Standard Insurance Company | 1100 SW Sixth Avenue, Portland OR 97204 | standard.com

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Oregon, in all states except New York. Product features and availability vary by state and are solely the responsibility of Standard Insurance Company.