

Leave Administration
Questions and Resources
March 20, 2024

Timelines

- **What is the timeline between a leave request being opened to a decision/determination being made?**
 - Employee has 30 days to provide supporting medical documentation once they file for a leave.
 - Once documentation is received, The Standard will make a decision within 5 business days. The federal/state (FMLA/OFLA) leave policies can be approved prior to the start of the leave. The Paid Family and Medical Leave (PFML) benefits cannot be approved until after the leave has started.
- **How long does it take for The Standard to deny leaves? What happens if the notification is delayed?**
 - Employee has 30 days to provide supporting medical documentation to The Standard. If there is a need to seek clarification on submitted medical forms or the employee is not able to submit the forms timely due to circumstances outside of their control, the documentation due date can be extended by The Standard.
 - If the claim is denied, the County's Leave Administration team will adjust the employee's timesheet to remove the Protected Leave codes and replace them with regular sick/vacation/LWOP unauthorized codes accordingly.
 - The supervisor should consult with Leave Administration to determine whether there are any changes to the employee's leave status before taking any next steps. The supervisor should then consult with their Employee and Labor Relations business partner to discuss next steps on the impact of the denied absence(s).
- **What is considered "reasonable" for documentation submission after the claim is denied?**
 - Reasonableness is determined on a case-by-case basis. Some examples we see: the employee's provider is not able to respond timely; the employee is incapacitated or otherwise impaired, etc.

Timesheets

- **How do we approve payroll if we don't know if the leave time is approved by The Standard?**
 - Employees should be adding sick/vacation/LWOP unauthorized codes on their timesheet to avoid delay in submitting their timesheet. The supervisor should approve the entered worked time and ensure that all hours are accounted for.
 - Once an employee reports their absence to The Standard, Leave Administration will add the Protected Leave codes to the timesheet and submit any payroll adjustment requests to Payroll if necessary.
- **Where do we email a Timesheet correction request?**

- Employees and supervisors can contact the County's Leave Administration team by using the "Contact Us" link on [Leave Administration](#) webpage.
- **Is there reimbursement of sick or vacation leave?**
 - Once an employee files for a leave with The Standard, they are asked to complete an Accrual Election Form and submit it to County Leave Administration. The timesheet is coded based on the employee's leave type and their applicable accrual options. If the accruals were not applied per federal/state or County leave policies, an adjustment can be made.
- **Can the employee report absences to The Standard using email: absence@standard.com?**
 - Employee can report their absence by logging in to The Standard portal at standard.com/absence or via the phone 1.866.756.8116 by following the prompts.
 - Employees and supervisors can email The Standard with leave questions at absence@standard.com.

Payments

- **How are payments processed? Why are payments sometimes delayed?**
 - New Paid Family and Medical Leave benefits are paid on weekly basis in arrears on *approved* claims *after* the employee's leave time begins. For example, an employee filed a claim in advance and provided medical documentation before going out on leave. The claim was approved with the future leave start date. When the employee starts their leave, the check will be issued a week later to cover the absence taken during that week. The next check will be sent on a weekly basis when there are benefits due to the employee.
 - Employee's used accruals are paid through County payroll following the regular payroll schedule. The Paid Family and Medical Leave (PFML) benefit payments are paid by The Standard on a weekly basis after the claim is approved and the employee starts taking the leave.
 - Late PFML payments issued by The Standard may be due to a lack of medical documentation or late submission of the supporting documentation. If the absence was reported late or the employee requests a leave after it has already started, this can cause a delay in issuing PFML benefits. Once medical documentation is submitted to The Standard, the decisions are made within 5 business days.
- **How does an employee use time for doctor's appointments since PMFL does not apply to partial days?**
 - Employees should take their leave time in accordance with their certified frequency and duration by the treating provider. Partial day absences are covered under federal and state unpaid leaves (FMLA/OFLA) if the employee meets eligibility requirements. The new state Paid Family and Medical Leave benefit only pays for full day absences.

Military Leave

- **How is military leave handled and how are the timesheets coded?**
 - The Standard administers military leaves. Employees should report their military leave-related absences to The Standard. The County's Leave Administration team will add paid or unpaid Military leave codes based on the employee's request.
- **What code do employees use to report Military leave absences?**
 - Once an employee reports their Military leave absence(s) to The Standard, the County's Leave Administration team will use 'Military leave' code (for paid) and 'LWOP - Military' (unpaid) codes on the timesheet.

Concerns with Customer Service

- If employees or supervisors experience customer service issues with The Standard, they should report it to County's Leave Administration by using the "Contact Us" link on the [Leave Administration](#) webpage.

Resources

- [Leave Administration](#) website - Leave Administration | Clackamas County. This is a great webpage to bookmark as it is packed with helpful information!
- Questions regarding an employee's leave or expected return to work status?
 - Contact The Standard
 - Via phone: 1-866.756.8116
 - Email: absence@standard.com
 - Or login to The Standard's absence portal at www.standard.com/absence
- Questions regarding an employee's accommodation requests, timesheet coding, or leave related concerns?
 - Contact Clackamas County Human Resources Leave Administration
 - Via phone: 1-503.655.8550, option 1
 - Or, by using the "Contact Us" link on [Leave Administration](#) webpage