



**Clackamas County Employee Guide**  
**For Kaiser Members Requesting Medical Certification for FMLA and PFML**  
Family Medical Leave Act | Oregon Paid Family and Medical Leave

**STEP 1:**

**How to request medical certification for protected leave**

- Log into the patient account on the Kaiser website at KP.org
- Click on “Records”



- Click “Plan a medical leave of absence” to submit a new request for FMLA medical certification.

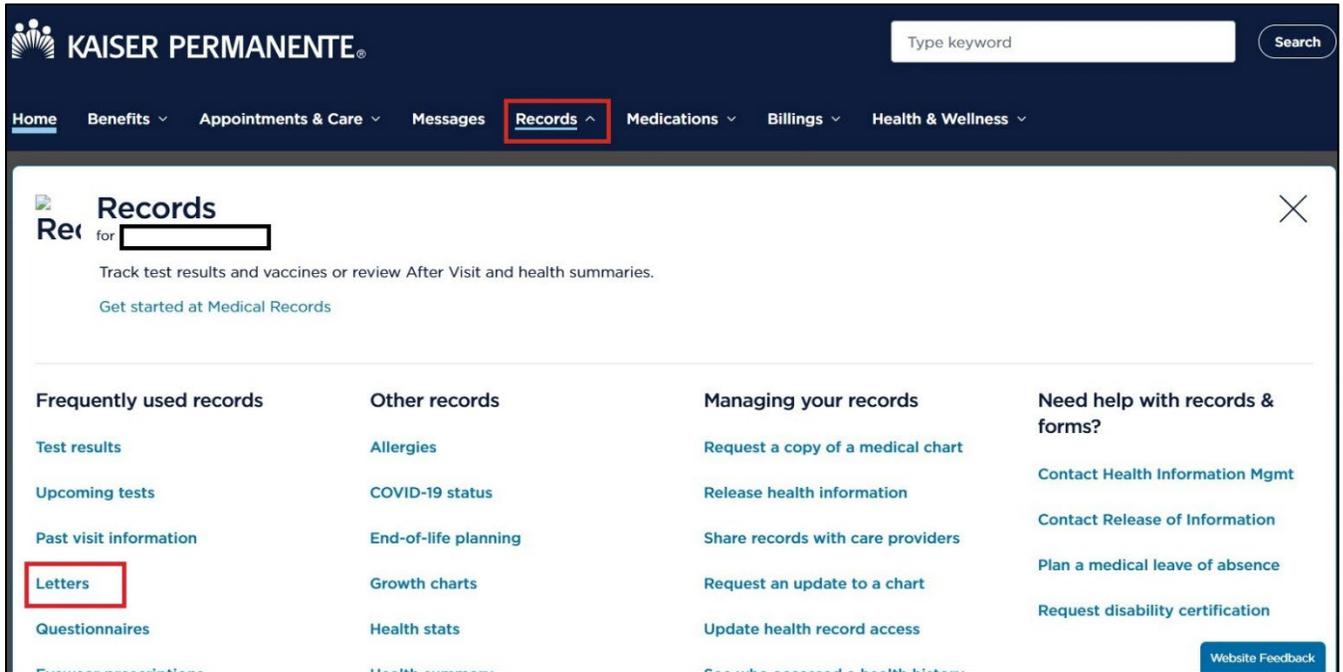
Frequently used records	Other records	Managing your records	Need help with records & forms?
<a href="#">Test results</a>	<a href="#">Allergies</a>	<a href="#">Request a copy of a medical chart</a>	<a href="#">Contact Health Information Mgmt</a>
<a href="#">Upcoming tests</a>	<a href="#">COVID-19 status</a>	<a href="#">Release health information</a>	<a href="#">Contact Release of Information</a>
<a href="#">Past visit information</a>	<a href="#">End-of-life planning</a>	<a href="#">Share records with care providers</a>	<a href="#">Plan a medical leave of absence</a>
<a href="#">Letters</a>	<a href="#">Growth charts</a>	<a href="#">Request an update to a chart</a>	<a href="#">Request disability certification</a>
<a href="#">Questionnaires</a>	<a href="#">Health stats</a>	<a href="#">Update health record access</a>	
<a href="#">Eyewear prescriptions</a>	<a href="#">Health summary</a>	<a href="#">See who accessed a health history</a>	
<a href="#">Plan of care</a>	<a href="#">Health trackers</a>	<a href="#">Review My Documents</a>	
<a href="#">Immunizations</a>	<a href="#">Ongoing health conditions</a>	<a href="#">View your medical record requests</a>	
<a href="#">Personal Action Plan</a>	<a href="#">Wallet card</a>		

- Complete an online FMLA/PFML questionnaire through your kp.org account or through the Kaiser Permanente mobile app. You may also fill out a paper form, available on KP.org, and turn it into your medical provider.
- If you complete the online form through your kp.org account or the mobile app, it will automatically be routed for processing once it’s submitted.
- Allow up to 10 days for the request to be processed. Your documentation may be completed sooner than 10 days, please keep checking for updates from your medical provider.
- Please note: Kaiser’s release of information authorization may be required. Ask your medical provider if you are required to submit this document.

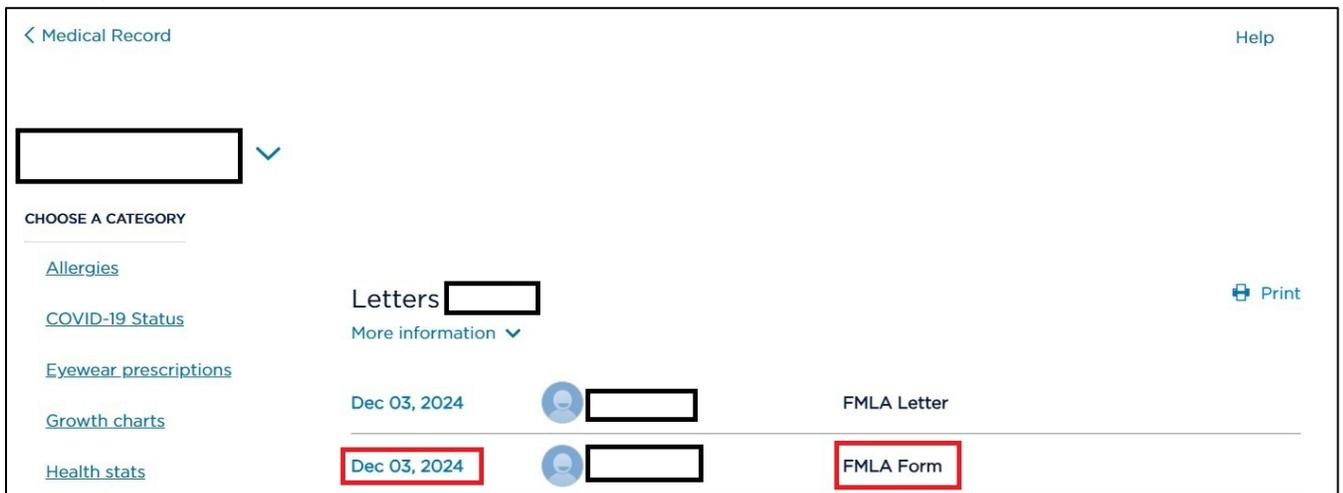
**STEP 2:**

**How to locate the completed medical certification letter on KP.org**

- The letter can be found in the “Records” section of the “Document Center.”



- Locate your medical certification letter



- Download the FMLA Form and save to your files.

### **STEP 3:**

#### **Submit protected leave medical certificate (FMLA form) to The Standard**

- Upload or email the medical certification to:
  - Upload: [www.standard.com/absence](http://www.standard.com/absence)
  - Email: [absence@standard.com](mailto:absence@standard.com) Put your claim number in the subject line of the email to ensure the form goes to the correct claim.
  - Call The Standard to let them know you have uploaded the form.
  - If possible, reference your Standard Claim Number in all your communications to the Standard.