

LEAVE MANAGEMENT

Most Outsourcing Companies Administer At This Service Level



01
Compliance Assurance

02
Hands Off Compliance

03
Consistent Call-Off

04
Total Freedom

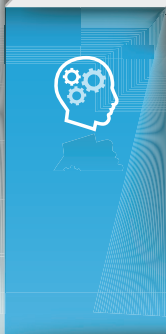
4 Levels of Service

Ease

Ease Plus

Absence Management

Ease Plus with Absence Management



ER driven possible FMLA cases



IVR line and/or web form for FMLA absences



Automatic notification for employee call offs



All unplanned absences are reported through IVR and/or web form expert FMLA Administration

Solutions by *BASIC*



For more information about any of our services or to speak with a sales consultant call 800.444.1922 x 3 or visit basiconline.com.

BASIC COBRA BASIC ERISA Essentials BASIC Payroll BASIC FSA



01 FMLA Ease

- Review current FMLA documentation, policies, practices and recommend revisions for compliance to federal and state FMLA
- Track state-related leave plans
- Dedicated Industry Certified FMLA Case Manager
- Employer submits FMLA absences via online submission
- BASIC determines employee FMLA eligibility
- **BASIC mails employee all necessary notifications and documentation for FMLA and any employer requested material**
- All mailings are sent via bulk mail certification
- Access to BASIC's proprietary Portal to view real-time claim details by individual
- Toll-free number for employees to call regarding FMLA questions



- HR Benefits
- Compliance
- Payroll & Leave

02 FMLA Ease Plus

- Review current FMLA policies, practices and recommend revisions for compliance
- **Online training for supervisors and managers to safeguard against one of the most common FMLA employer compliance mistakes: failure to identify FMLA**
- Track state-related leave plans
- **Dedicated Industry Certified FMLA Case Manager**
- Custom Integrated Voice Response (IVR) script with multiple language options
- Wallet card with instructions for employees to report FMLA absences provided
- **Employee calls into 24/7 IVR system* or submits a secure web form to report all possible FMLA absences**
- Employees receive a confirmation number to verify that they called off work
- BASIC determines employee FMLA eligibility
- BASIC mails employee all necessary notifications and documentation for FMLA and any employer requested material
- All mailings are sent via bulk mail certification
- Management of multiple employee/family member claims
- Continuous and intermittent leave management and tracking
- Access to BASIC's proprietary Portal to view real-time claim details by individual
- Call-off reports by employee, department, work group, or location are readily available by supervisors and managers (for their work group), plus administrators for the entire organization
- Managers, supervisors and HR are immediately notified of employee call-offs via email and/or Portal
- BASIC Portal provides absence trend tracking used to reduce FMLA abuse
- **Toll-free number for employees to call regarding FMLA questions**

03 Absence Management

- Review current absence policies and suggest standard practices
- Dedicated Case Manager
- **Custom Integrated Voice Response (IVR) script with multiple language options**
- Wallet card with employee absence call-off instructions provided
- Employee calls into 24/7 IVR system* or submits a secure web form to report any unplanned absences, including tardies and leaving work early
- Employees receive a confirmation number to verify that they called off work
- **Managers, supervisors and HR are immediately notified of all employee call-offs via email and/or Portal**
- Access to BASIC's proprietary Portal to view real-time absences
- Call-off reports by employee, department, work group, or location are readily available by supervisors and managers (for their work group), plus administrators for the entire organization
- **Provides uniform and consistent absence record keeping with proven effect and outcome on improved employee attendance at work, union grievances, unemployment claims, FMLA abuse, other LOA programs and Department of Labor claims**
- Prompts and provides notification on first report of work injury and lost work time due to an existing Workers' Compensation/work related injury

04 Ease Plus with Absence Management

- Review current FMLA and absence policies, practices and recommend revisions for compliance
- Online training for supervisors and managers
- Dedicated Industry Certified FMLA Case Manager
- Custom Integrated Voice Response (IVR) script with multiple language options
- Wallet card with employee absence call-off instructions provided
- **Employee calls into 24/7 IVR system* or submits a secure web form to report any unplanned absences, including tardies and leaving work early**
- Employees receive a confirmation number to verify that they called off work
- **BASIC determines if the call-off is a potential FMLA event, Workers' Compensation, STD or other events**
- BASIC mails employee all necessary notifications and documentation
- All mailings are sent via bulk mail certification
- Management of multiple employee/family claims for state and federal leave plans
- Continuous and intermittent leave management and tracking
- Access to BASIC's proprietary Portal to view real time claim details
- **Call off reports by employee, department, work group, or location are readily available**
- Managers, supervisors and HR are immediately notified of employee call-offs via email or Portal
- **BASIC Portal absence trend tracking can reduce FMLA abuse**
- Provides uniform absence record keeping with proven impact on improved employee attendance at work, union grievance, unemployment, FMLA, other LOA programs and Department of Labor claims
- Provides notification on first report of work related injury
- Toll-free number for employees to call regarding FMLA questions

* additional fees