



➤ April 27, 2023

Common FMLA Mistakes and How to Combat Them

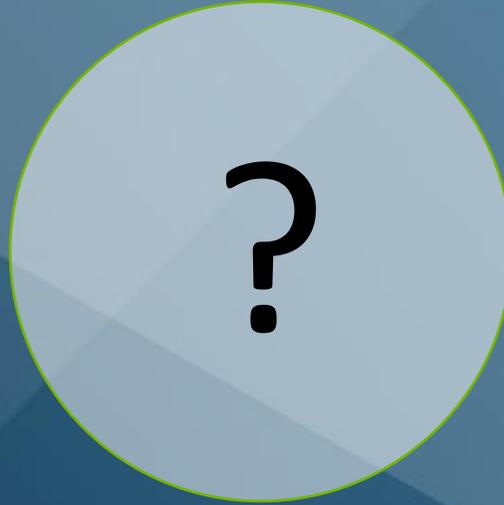


Presentation By:
Chris Eckert

Before We Begin



We are recording today's webinar



Submit your questions at any time



Please complete the exit survey

Coast to Coast Administration



**BASIC services over
20,000 employers
nationwide.**



Technology Driven HR Solutions to Take Your Company Further

Suite of HR Benefits, Payroll and Leave Management, and Compliance solutions offered individually or bundled.



HR Solutions should be simple. **Keep it BASIC.**

Learn How to Reduce Risk

➤ Outsourcing FMLA

- Approximately **34% or 1 out of 3 employers now utilize a third party for leave administration.**
 - Reduction in administrative burden
 - Consistent tracking of intermittent leaves
 - Decline in leave events and abuse
 - Accurate record keeping
 - Transfer of risk and liability
 - HIPAA violations by knowing too many details
 - Recognizing ever changing FMLA rules
 - Non-biased administration
 - State Leaves

➤ Outsourcing FMLA



Outsourcing of FMLA Administration is Growing -
over **25% increase** is the last 24 months

1

Avoid Litigation

BASIC's FMLA Service will help you avoid costly litigation, which averages **\$78,000**

2

Avoid Costly Judgements

Reduce the likelihood of costly judgements which can exceed **\$1,000,000**

3

Reduce Payroll Cost

Failure to track employee absences can cost companies up to **7% of Payroll**

4

Reduce Your Risk

BASIC handles all aspects of your FMLA administration to the **highest of standards & letters of the law**

5

Reduce FMLA Abuse

Reduce the likelihood of **employees taking advantage of the Friday Monday Leave Act**. With FMLA abuse on the rise, employers are turning towards complete absence management outsourcing

Common FMLA Mistakes

➤ #1 Not Recognizing FMLA

- Misconception that employee has to request FMLA specifically.
 - Manager training
 - BASIC account manager available for employers
 - BASIC IVR line with Absence Management take this burden off the employer
 - BASIC IVR also automatically sends notification of FMLA rights direct to employees

8.5

The average number of absences taken by US workers a year

➤ #2 Direct Management Involvement

- It is unwise to have direct manager involved in the certification process due to the medical information in the certification forms.
- The BASIC Dashboard allows managers to see FMLA approvals and denials excluding any medical conditions. Keeps the manager in the know without breaking confidentiality.

➤ #3 Certification Assumptions

- Failure to grant FMLA leave because of misunderstanding of what qualifies as a “serious health condition.”
- BASIC utilizes the following in order to reduce the risk of inaccurate approvals.
 - Two-step claim process.
 - Clarification and Authentication.
 - 2nd and 3rd opinion.
 - Nationally recognized labor attorney on retainer.

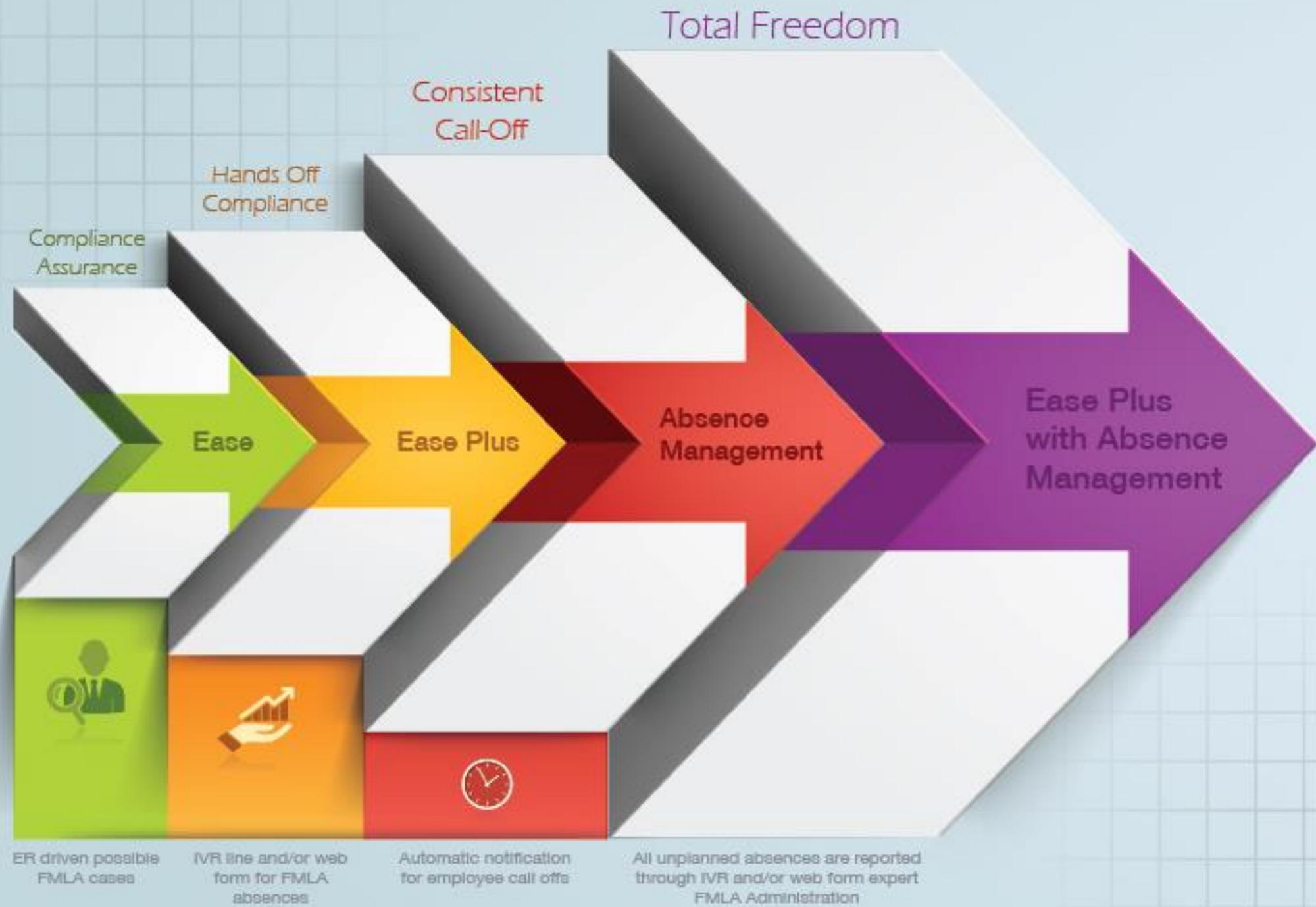
➤ #4 Termination without Consideration

- Failing to notify employees that leave counted towards FMLA.
- BASIC assumes the task of notifying employees that FMLA time is being applied.
- Using the BASIC Dashboard supervisors are able to quickly see if FMLA applies to an unscheduled absence.

➤ #5 Failure to track FMLA Time Properly

- BASIC handles every FMLA plan year and is also able to incorporate State FMLA leaves and company leaves.
- Using the BASIC Dashboard, you can view employees FMLA usages 24/7.
- BASIC has many different reports that can be broken out by location and/or department to show trends and usage.

BASIC's FMLA Solutions



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

➤ BASIC's Solutions: Multiple Levels of Service

- **FMLA Fundamentals** (*small companies*)

- Sample FMLA employer policy
- Posting requirements
- Mandatory Notices
- DOL FMLA Certification Forms
- Quick Reference Guides
- FMLA In-House Audit/Checklist
- Comprehensive FMLA Q&A
- Online Support from BASIC's FMLA experts

- **FMLA Ease**

- Policy Review & Consultation
- All FMLA Notice & Document Distribution
- Eligibility & Entitlement Calculations
- Full Certification Support
- Comprehensive Reporting
- Manager Training
- Authentication and clarification
- Federal and state compliance
- 24/7 access to FMLA Dashboard
- Coordination with STD and Workers Comp
- BASIC's FMLA experts

➤ BASIC's Solutions: Multiple Levels of Service

• FMLA Ease Plus

- Interactive Voice Response (IVR) system, giving employees access to an automated 24/7 toll-free number to track their FMLA absences.
- Real time absence communication with immediate notification to supervisors.
- Direct capture of FMLA planned & unplanned absences
- Leave coordination with payroll data

• Option for Absence Management

- IVR system can be used for all planned and unplanned absences.
- Provides consistent, accurate reporting of all absences.
- Real time communication to supervisors.

Employee Experience

Client Experience

Before Q&A



Receive an
email tomorrow
with the slides &
recording



Please
complete the
exit survey

QUESTIONS



THANK YOU

View our current webinar schedule at
www.basiconline.com/webinar.



Disclaimer

This presentation is designed to provide accurate information in regard to the subject matter covered. It is provided with the understanding that BASIC Benefits is not engaged in rendering legal or other professional services. If legal advice or other expert assistance is required, the services of a competent attorney or other professional person should be sought. Due to the numerous factual issues which arise in any human resource or employment question, each specific matter should be discussed with your attorney.