



## Overview

Sedgwick's FMLA Reporting Line makes it easy to report absences related to your FMLA qualified leave, request a new leave, verify status of previously reported absences, and obtain our contact information. Help is also available should you need assistance in completing your FMLA Application or Medical Certification Forms.

You may call the FMLA Absence Line 24 hours a day, 7 days a week at 877-67 DELTA (877-673-3582). You will be prompted for your Delta Passport ID (9-Digit Employee Number) and your Date of Birth so we can verify your identity. Press option two (2) to access the Reporting Line.

Once you call, you are presented with five (5) options to choose from. Remember, if you need to speak with a Customer Service Specialist you can say "Agent" to be transferred immediately.

- To report an intermittent absence on an existing leave, say "**report an absence**"
- To obtain status for a previously reported absence, say "**verify status**"
- To request a new leave, FMLA Application and Medical Certification Form, say "**FMLA Application**"
- To obtain assistance in the completion of those forms, say "**assistance with forms**"
- To obtain our mailing address, fax number or other contact information, say "**contact information**"

## Report an absence

You must report FMLA usage and your absence from work as soon as possible. Once you report the absence, we take it from there. If we require additional information to make a decision we will contact you.

**Remember! You are still required to notify your supervisor of your absence by following your department's absence call-in procedures.**

Here are the steps necessary to report the absence:

1. You will be presented with five (5) options. To report an intermittent absence for an existing leave simply say "**Report an Absence**".
2. If you have previously reported a leave to which you'd like to report time say "**Existing**", otherwise say "**New**". If this is a new leave, a Call Center Representative will ask for information related to your leave.
3. For existing leaves, the system will read back your open leaves that we currently have in our system. If you have only one leave, the system will ask you the next question - listed in step #4. If you have multiple leaves, once you hear the leave for which you'd like to report time away, say "**that one**".
4. We need to know whether this absence was due to you or your family member's illness or office visit. Simply say either "**Illness**" or "**office visit**".
5. Now, we need to know the date of the absence. Say the date normally, for example, "**March tenth two-thousand seven**".
6. Next, we need to know how many hours and minutes you will be absent. Say the hours and

minutes normally, for example, "**Five hours thirty minutes**".

7. The system will read back what you have requested. If it is correct, press the number 1.

8. The system will provide you with a ten-digit confirmation number for future reference.

9. You will be asked if you need to report additional absences.

10. You're done!! The absence has been recorded in our system and will be processed by your Leave Specialist.

## **Verify status, request a new leave and assistance with forms**

When you choose to verify the status of a previously reported absence/leave or if you need assistance in completing your FMLA Application or Medical Certification we will transfer you directly to the Leave Specialist assigned to your claim.

If you need to request a new leave a Customer Service Specialist will ask you for information necessary to start the process. A Leave Specialist will be assigned to you and will contact you within two (2) business days.

## **Mailing address, fax number and other contact information**

At any time you can call the FMLA Reporting line to obtain our mailing address, fax number and other contact information. This is especially helpful when you ask your Health Care Provider to fax us your completed Medical Certification.