



Returning to Work

Throughout the entire process, your claims examiner will work with you, your physician, and **Loyola University Chicago** to determine a return to work date. When appropriate, a Nurse Case Manager may also become involved. Matrix will contact you five days prior to your expected return to work to verify your intent on returning. Matrix will then notify **Loyola University Chicago**.

Effective communication is a two-way process — therefore, you are encouraged to call Matrix with questions or concerns about the program or your case. The Matrix Customer Service Department is available from 7 AM – 7 PM (CT) to answer your questions. The toll-free number is **800-866-2301**. Consult your Human Resources department for more information on your job protection and rights while on leave.

Matrix Absence Management
Toll Free Intake Claims Filing Hotline

877-202-0055

Intake center available twenty-four hours a day,
seven days a week.

On-line Claims Filing

www.MatrixeServices.com

On-line filing available twenty-four hours a day,
seven days a week.

Toll Free

800-866-2301

Customer Service Unit available
7 AM – 7 PM (CT)

Date Effective: 8/1/2010



Family and Medical Leave Administration

RELIANCE STANDARD

MATRIX

Absence Management



Family and Medical Leave of Absence Administration

In an effort to improve the processing of Leave of Absence (LOA) requests and simplify the process, **Loyola University Chicago** has partnered with Matrix to administer the Loyola's faculty and staff member request for leave of absence. This summary outlines the procedures for requesting a leave of absence. **Note: Medical Leave includes a leave request for Maternity.**

About Matrix Absence Management

As the administrator and claims processing platform for Reliance Standard Worker's Compensation Integrated Disability customers, Matrix Absence Management, Inc. (Matrix) delivers an array of services that help employers proactively manage employee absence and related payments. Matrix integrates workers' compensation, short and long term disability, return-to-work services, and Personal/Family and Medical Leave Act (FMLA) programs into a seamless system.

Reporting Your Leave of Absence

Timely reporting of your leave is critical to the continuation of your benefits and pay (if applicable). If you expect to be out of work for more than three days (either full-time or intermittently):

1. You must report your absence to Matrix **877-202-0055** to initiate your request for a leave of absence.
2. You should then notify Faculty Administration and/or your supervisor and Loyola's Human Resources Department as soon as possible so that they can plan for your absence. You need not discuss private health issues when providing this information.

The Matrix Claims Intake Center is available **twenty-four hours a day, seven days a week**. You will provide the

intake coordinator with your information, which will start the claim filing process. The intake coordinator will advise what you must do next to have the leave approved. Actual approval of the leave will depend on the proper documentation being submitted to Matrix within 15 days of the leave request.

For additional related questions about your request for a leave of absence, you can contact the Matrix Absence Management customer service center between the hours of 7 AM – 7 PM (CT) Monday through Friday at **800-866-2301**.

Depending on the type of leave, when reporting your absence, Faculty and Staff will be asked to provide some basic information that includes:

- **Personal Information** – name, address and telephone number, and description of your occupation.
- **Illness/Injury Information** – nature of the illness, how, when, and where the injury occurred, and when disability commenced
- **Physician Information** – name, address, telephone number, and fax number for each treating physician. Having this information readily available when you call Matrix will make the intake processes much faster. The intake coordinator will provide you with any other necessary instructions.

The release of medical information to Matrix is critical for the evaluation of your request for a leave of absence. To facilitate this release, Matrix will mail you a “Medical Authorization” form within 24 hours after your request for leave.

Note: Your physician may ask you to sign his/her specific authorization form as well — if so, please sign it.

This release authorization will expedite the processing and payment of your claim (if applicable). Matrix will contact your physician directly within 24 hours to obtain medical information. If proper written medical documentation is not received from your physician within 15 days of your request for leave, your leave may not be approved and any pay (including disability benefits) may be stopped.

It is important that you follow-up with your doctor and Matrix to make sure your healthcare

provider has sent the proper documentation to Matrix within the deadline.

Tip: If you are taking an intermittent medical or family care leave, ask your doctor to be as specific as possible when certifying the number of days or hours per month that you will have to miss work.

Reviewing and Evaluating Your Leave of Absence Request

Once all the pertinent information has been obtained, Matrix will make an initial determination regarding your LOA request based on:

- The Plan definition of disability for STD and LTD claims (Decision will be made upon receipt of detailed medical information).
- Objective medical information provided by the physician for Medical and Family Care leave requests (decision made within two business days of receipt).
- Activities you can and cannot perform.
- The circumstances of your condition, treatment plan, and prognosis.
- The requirements of your job and your ability to perform the job.
- Appropriate care and treatment from a qualified healthcare provider on a continuing basis.

If your leave request is not approved, in whole or in part, a representative with Matrix will:

- Contact you to explain why your leave is not approved
- Inform **Loyola University Chicago** of the leave denial
- Send you a formal letter that documents the reasons for the denial and explains the appeal procedure.

Monitoring the Leave

No matter what type of leave you are on, frequent and open communication between you and Matrix is critical. Any changes to your leave status should be **reported to Matrix immediately** (including if your leave goes from intermittent to full-time status and vice versa). If you need to extend your leave, it must be approved by Matrix and will require additional medical information to be submitted.