

ABSENCE MANAGEMENT CAN BE CHALLENGING



Managing employee leaves can be complex and costly for employers. As benefit staffs are expected to do more with fewer resources in the current economy, many employers are struggling to keep track of the evolving federal and state legislation regarding the administration of employee leave time. You can better evaluate your company's needs by first answering these questions.

The top things to consider in an effective program

- Do you have employees in multiple states? Are you continually monitoring federal and state regulations and updating your internal administration accordingly?
- Is your leave program managed centrally? If decentralized, are you consistently applying the same policies throughout the company?
- Are you confident that you are accurately administering leaves that apply to more than one plan, such as short-term disability (STD), family medical leave (FML) and applicable state family medical leaves?
- Does your FML program integrate with STD?
 - Is leave time running concurrently?
 - Are you providing seamless employee communications?
 - Are you coordinating with your disability claim decisions?
- Do you ensure consistency and timeliness in processing leave requests so your employees receive their Family Medical Leave Act (FMLA) Eligibility and Rights and Responsibilities Notices within five business days of the leave request as required by the FMLA regulations?
- Are you administering FMLA entitlement accurately for employees who may not have 12 months of service when they begin a leave?
- Is each reported intermittent occurrence reviewed against the frequency and duration on the health care provider certification? Do you have a standard process to address occurrences that exceed certified intermittent time parameters? Do you re-certify and/or deny these occurrences?
- Are you managing intermittent leave time to the full extent allowed under the FMLA regulations? Do you have clinical resources review certifications and supporting medical facts, and contact health care providers for clarification as permitted by the FMLA regulations?

Let us help you review your program effectiveness

If you answered no to any of these questions, we can meet with you to review your current absence management program and suggest ways that our administration can improve it. We can show you how a program that's administered thoroughly and efficiently can save you time and money – at the same time improving employee productivity.

Learn more about Cigna Leave Solutions

Cigna Leave Solutions integrates industry-leading disability programs and in-house leave administration capabilities to help employers enhance productivity, improve their disability outcomes, as well as track, manage and reduce employee absence. As your leave administration partner, Cigna Leave Solutions can provide:

- Seamless integration of state and federal family medical leaves and Cigna's industry-leading disability management capabilities
- Administration of all types of short- and long-term disability, as well as FMLA, state family medical leaves and employer-authorized leave plans, including military, jury and personal leaves
- Clinical oversight of intermittent and family-related absences
- A sophisticated, rules-driven workflow engine with client policies programmed for systematic administration
- Robust, online reporting capabilities for operational and program trend informational needs
- Customizable communications and real-time employer notifications
- Compliance monitoring and regular updates

Schedule your program review today

Contact your Cigna sales representative, or write to us online at reply@Cigna.com. Please include Cigna Leave Solutions in the subject line.

Did you know?

Large employers lose an average of \$760,000 a year in payroll costs due to unscheduled absences; and this doesn't even consider lost productivity, replacement labor or other ancillary costs.¹

In 2008, the Department of Labor received almost 2000 FMLA-related complaints from employees resulting in roughly \$1.5 million in back pay and wages.²

*1Commerce Clearing House (CCH) 2008 Unscheduled Absence Survey
2U.S. Department of Labor*



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