

Your Next Steps – Continuous Leaves

What you need to do after you've made a request

- **Make Sun Life Absence Management Services (AMS) your first point of contact for your absence.** If you have questions about your absence request or need to change your requested dates, live representatives are available to guide you through the absence process between the hours of 7:30 AM and 9:30 PM Central Time at 877-SUN-FMLA (877-786-3652). You can also email us at absence@sunlife-ams.com and check the status of your absence and/or Short Term Disability (STD) request at any time by logging on to www.sunlife-ams.com.
- **Submit necessary documentation for your absence.** If you are required to submit documentation for your absence, take the Medical Certification form to the health care provider for completion, or provide us with their fax number and we will send a copy on your behalf. If you have applied for STD benefits, the Medical Certification will be used to evaluate both your STD and absence claims, though you may need to provide additional information for your STD claim evaluation. Verify that the health care provider fully and accurately completes all fields on the Medical Certification form and faxes it to Sun Life AMS at 877-309-0218 within the certification period stated on your Request letter.
- **If you are going to be absent on a continuous basis,** the dates you requested are already in our system. You do not need to call and report the time you're out, though you should let us know if your needs change. If your leave dates change, please reach out to Sunlife to update your leave of absence as soon as possible.
- **Keep an eye out for your leave of absence decision packet** – sent via email or postal mail depending on your preferences – and any notifications about your absence. If you have applied for STD benefits, you will receive separate communications about your STD claim status.
- **If you are returning to work earlier than anticipated,** you must notify your manager as soon as possible prior to your expected return date. Failure to notify your manager may delay your return to active employment.

What you need to know after you've made a request

- **Each time we receive documentation for your absence,** you will receive a notification that we have the documentation. A decision packet will be sent via your preferred communication method within 48 hours of receipt of the documentation.
- **When we don't receive documentation for your leave of absence in time,** we'll send a reminder that your certification deadline is coming up and a decision packet once the deadline has passed. You can still submit paperwork after the deadline – we will process it according to your company's policy regarding late paperwork, which may result in your absence being delayed or denied.

What you need to know after you've received a decision

- **If you need to change your absence dates,** you will receive an email or call two weeks before the end of your absence so that we can confirm you will be returning to work on time. You can simply reply to our outreach or contact us at any time to request an adjustment or extension.
- **When your approved absence period ends, you will be expected to return to work.** Failure to return on or before the specified return date *without an approved extension* may result in discipline up to and including the termination of employment.
- **Moonlighting while on absence:** You may not work for another employer while on family or medical absence. Such outside employment is grounds for immediate termination.
- **When returning to work,** provide a fitness-for-duty certification upon your return from continuous or reduced schedule leave for your own health condition. In order to be restored to your job, your physician needs to certify

that you are fit to return to work using the Return-to-Work form provided by Sunlife. Have your physician complete the form, along with any restrictions, and then send the completed form to the Inotiv benefits team at usbenefits@inotiv.com

What you need to know about maintaining health benefits and receiving pay

- **To maintain your health benefits**, you are required to pay your share of the premium payments for health insurance and other voluntary benefits on the same basis as during active employment. Your portion will continue to be deducted from your pay while using approved time off. If you are not receiving pay through the payroll system, you must contact your benefits department at usbenefits@inotiv.com to make payment arrangements. You will not continue to accrue time off while on leave. You will be required to use your available time off balance until you have 24 hours of time off left. You can save 24 hours (3 days) worth of time off for future use.
- **If your leave is because of your own health condition and your STD claim is approved**, you will receive payment within 10 business days if your first pay date is current or in the past. The standard for receiving STD benefits is different than eligibility for unpaid leave. STD requires total disability and leaves require only a serious medical condition. Your STD claim is being evaluated by disability experts, and you will receive a separate communication regarding your STD claim status and your eligibility for income replacement benefits. In addition, you may be required to provide additional medical and other information to support your claim for STD benefits. If additional information is needed, we will let you know what specific information is needed in order to make a decision on your claim.
- **If you have Long Term Disability (LTD) coverage through Sun Life Financial, and you are out of work long enough for LTD to become applicable**, your claim will be transitioned to our LTD department to determine your eligibility for LTD benefits. If you do not have LTD coverage through Sun Life Financial, your benefits will cease once you reach your STD Maximum Benefit Duration as defined in the policy.
- **To receive state benefits**: If you work in a state that offers additional benefits, you may be entitled to benefits through the state. For more information, please refer to any applicable attached documentation.
- **To use PTO**: You may use any accrued time off concurrently with your absence, to be paid for all or a portion of the absence. Please contact your Benefits team at usbenefits@inotiv.com to make arrangements.