

Your Next Steps – Intermittent Leave

What you need to do after you have 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 from work intermittently, track your absence dates.** Regulations require you to provide advance notification whenever possible. You are required to report your missed work time within forty-eight (48) hours to Sunlife, and you should report your intermittent absences even if your leave is not yet approved. Whenever you need to miss work due to your leave of absence, contact Sunlife AMS and provide us with the date and amount of time used so we can track the time for your job protection. Also, contact your supervisor following your sites individual call-in procedures. See detailed description on reporting leave in the section titled “What You Need to Know About Reporting and Recording Your Leave” below in this letter.
- **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.

What you need to know after you have 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 have received a decision

- **If you need to renew your intermittent absence,** contact us at any time 30 days prior to the end of your absence to request a renewal.
- **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 recording and reporting your leave

- First, report your leave to Sunlife Absence Management Services (AMS). In order for your time to be protected under the applicable leave plan(s), you must both (1) contact Sun Life Absence Management Services to report the intermittent leave used and (2) follow your employer's standard "call-in" procedure for each absence related to this intermittent leave.
- **After reporting your leave to Sunlife, report your leave to your supervisor using your sites call in procedures.** Most sites require employees to call no later than 1 hour prior to your scheduled shift and all call-ins must be a phone call – no text messages or emails.
- **Failure to contact both parties may result in your time off work being unprotected.** In addition, as you use your intermittent leave time, you'll be responsible for tracking your remaining available entitlement, although you have the right to request this information from Sun Life Absence Management Services once in a 30-day period (if you took leave within that 30-day period).
- **If you are using leave intermittently** and exceed your approved intermittent frequency/duration or the situation necessitating your absence appears to change, you may be asked to have your absence recertified. This request will come via your preferred method of communication (email or postal mail). Please follow up with the health care provider to ensure that we receive the documentation necessary to recertify your absence.

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

- **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 department at usbenefits@inotiv.com to make arrangements.