

# AbsencePro<sup>SM</sup> Claim Submission Checklist



The following are step-by-step instructions on what you need to do to apply for a leave of absence.

## Step #1:

Contact AbsencePro<sup>SM</sup> to notify your need for a leave by either the AbsencePro<sup>SM</sup> website or by phone:

Website: [AbsencePro.absencemgmt.com](http://AbsencePro.absencemgmt.com)  
Phone: 1-833-743-8185, Monday – Friday  
7:30 a.m. – 9:00 p.m. CST

## Step #2:

Receive the Medical Certification Form from either your Leave Notification Packet sent by AbsencePro or download from [AbsencePro.absencemgmt.com](http://AbsencePro.absencemgmt.com).

- The Medical Certification Form is time sensitive material. Be certain to check for the certification due date on your initial request letter provided in your FMLA Notification Packet.

## Step #3:

Take the blank Medical Certification Form to either your or your family member's Health Care Provider.

- If your leave is not for medical reasons, please follow the instructions provided by the AbsencePro Specialist and/or your Leave Notification Packet.

## Step #4:

Ensure that AbsencePro received the completed Medical Certification Form prior to the certification due date. It is your responsibility to ensure paperwork gets returned in a timely fashion. If there are delays completing your forms, be sure to contact AbsencePro prior to your certification due date.

Return the completed Medical Certification Form to AbsencePro:

Fax: 1-877-309-0218  
Email: [Support@AbsencePro.absencemgmt.com](mailto:Support@AbsencePro.absencemgmt.com)  
Address: NBC Tower – 13th Floor, 455 N. Cityfront  
Plaza Drive, Chicago, IL 60611-5322

## Step #5:

Receive and review the Decision Letter from AbsencePro. Please note the decisions are based on the certification completed by the health care provider. Notify AbsencePro if your leave was denied and you need clarification on next steps.

## Step #6:

If approved for the leave, you will be responsible for keeping track of your available entitlement:

- **Intermittent Frequency Leave:** Be sure to report each intermittent FMLA absence to AbsencePro within 24 hours and follow your department's call-off procedures. All prescheduled appointments need to be tracked ahead of time with both AbsencePro and your company. Failure to call off to both parties may be subject to disciplinary action.
- **Continuous Frequency Leave:** Pay close attention to the date range on your Decision Letter. Your position at your company is only protected during that date range. To keep your entitlement accurate and ensure protection, please notify AbsencePro if your leave is any different than what was provided on the Decision Letter.

