

**MATRIX
LEAVE ADMINISTRATION
SEPTEMBER 1, 2014**

RELIANCE STANDARD LIFE INSURANCE COMPANY
MATRIX ABSENCE MANAGEMENT

MATRIX/RELIANCE STANDARD LIFE INSURANCE COMPANY

- Reliance is the new carrier for our Life and Optional Life insurance effective June 1, 2014, Long Term Disability effective July 1, 2014 and Short Term Disability and Family and Medical Leaves and Medical Leaves of Absence [LOA] effective September 1, 2014
- Matrix Absence Management is a division of Reliance that provides leave management services
- The Matrix claim system is very user friendly and has great functionality
- Claims are reported via telephone, e-mail, fax or US mail
- Matrix will reach out to medical providers within hours of receiving a claim
- Matrix maintains frequent communication with employees, supervisors and OHR regarding leave dates and return to work dates

CURRENT PROCESS

- Employee notifies supervisor of LOA
- Supervisor alerts Benefits and HR Contact
- HR Contact completes on-line leave of absence notification
- Benefits confirms eligibility, prepares paper forms and sends letter to employee asking for medical documentation and expected return to work date
- Employee submits medical documentation to Benefits and insurance company
- Insurance company reviews medical documentation approves/denies leave

NEW MATRIX PROCESS

- Employee notifies supervisor /HR Contact of the need for a leave, the leave dates and the expected return to work date
- Employee contacts Matrix (24/7) to initiate leave request at the time of absence or up to 30 days prior to planned absence at matrixEservices.com or [1-877-202-0055](tel:1-877-202-0055)
- Matrix Claims Examiner confirms eligibility, determines leave balances*: Intake Packet sent to Employee either by e-mail or US mail
- Employee returns release of information form to Matrix via e-mail, fax or US mail
- Employee maintains contact with Matrix with status updates regarding change in medical condition and return-to-work status

*** IMPORTANT NOTE: LEAVE BALANCES ARE DETERMINED FROM THE DATA FILE TRANSFER RECEIVED BY MATRIX IMMEDIATELY PRIOR TO THE LEAVE BEGIN DATE – IT IS THEREFORE VERY IMPORTANT THAT YOU REPORT YOUR TIME OFF IN A TIMELY MANNER**

WHAT DOES MATRIX DO DURING YOUR LEAVE OF ABSENCE?

- Contacts medical provider on day one and (2 times within first 10 days if needed)
- Sends employee an eligibility letter notification for FMLA only
- Assists employee in obtaining medical certification needed to approve the request
- Notifies employee and NSU of approval
- Provides employee with regular updates about the leave: employee provides Matrix with updates regarding changes in the leave status
- Assist employee with filing Long Term Disability paperwork if needed
- Assist employee with the return to work planning
- Provides regular updates to NSU regarding the status of employee's leave, including a returning to work notice (Employees are still required to provide a medical release upon returning to work)
- Send employee and NSU a notice that the claim is closed.

INTERMITTENT LEAVE OF ABSENCE

Intermittent leave is the use of periodic time (days or hours) to care for an employee's own serious illness or that of a covered family member. The use of Intermittent leave must be medically necessary. For example, this type of leave may be needed for an employee requiring weekly dialysis. Whenever possible, time should be scheduled when it causes the least disruption to the department.

INTERMITTENT LEAVE OF ABSENCE – EMPLOYEE RESPONSIBILITIES

- Employee will contact Matrix to discuss the need for Intermittent leave: follow the same process used to request a continuous leave. Matrix will collect the medical certification for the Intermittent leave request
- Employee must contact their supervisor or supervisor designee at the start of the business day when using intermittent time
- Employee must contact Matrix (matrixservices.com or 1-877-202-0055) to report every block of time used for the Intermittent absence
- Employee will report the use of Intermittent time in KRONOS or on a Leave and Absentee Report
- Employee maintains contact with Matrix with status updates regarding changes in medical condition, need for LOA, return-to-work status, and at the conclusion of the Intermittent LOA

INTERMITTENT LEAVE APP FOR SMARTPHONES

- Using an iPhone App:

Go to www.matrixEservices.com search for “eServices” in iTunes or the app store on your iPhone to download the free app

- Using an Android App:

Go to www.matrixEservices.com, search for “Matrix eServices Mobile” in Android “play store” or Google play site from your Android phone to download the free app

RESOURCES

Please visit the benefits website at
<http://www.nova.edu/hr/benefits/index.html>
where full details are available to you



[NSU Home](#) / [Human Resources](#) / [Employee Benefits](#)

Benefits

Requesting Medical and Family Medical Leave (FMLA) through MATRIX

- [How to File a Leave of Absence Claim](#)
- [How to File a Disability Claim](#)
- [Meeting Schedule](#)

NSU Human Resources



RESOURCES

Matrix makes it easy to file a claim 24 hours a day, 7 days a week.

matrixEservices.com

1-877-202-0055

Questions