

**EMPLOYEE ABSENCES AND REQUESTS FOR LEAVE OF ABSENCE  
THE ROLE OF MATRIX ABSENCE MANAGEMENT  
(QUICK REFERENCE GUIDE)**

**Employee Responsibility Regarding Their Work Schedule:**

All employees are responsible to adhere to their assigned work schedules. Any time an employee is unable to report to work as scheduled, it is that employee's responsibility to advise their Manager or Supervisor in advance of the anticipated absence and in accordance with the absence reporting procedures established for their department or unit.

**Matrix Absence Management:**

Matrix Absence Management has been contracted by the Hospitals to process, administer, and determine eligibility for the following types of Leave of Absence (LOA):

|  |   |
|--|---|
| Medical Leave**  | Military Leave**  |
| Pregnancy Leave**                                      | FMLA Qualified Intermittent Leave**                             |
| Family Care Leave**                                    | Personal Leave > 15 days (Approval is at discretion of manager) |
| Education Leave (Approval is at discretion of manager) |   |

**\*\*If your leave is approved, your job will be protected up to the federal or state regulations or hospital policies as long as you continue to meet the requirements for the leave.** Refer to the Leave of Absence (LOA) Section of the Human Resources Manual for further definitions and requirements.

**Employee's Need to Contact Matrix:**

When an employee is expecting to be off work more than three (3) consecutive calendar days or anticipates needing to be covered by one of the above listed Leaves of Absence, they should, after discussing the request with their Manager or Supervisor, contact Matrix. Matrix will mail the employee an LOA packet within 2 business days of the request, but not earlier than 30 days prior to the start of the requested leave. The employee should contact Matrix immediately if hospitalized overnight or for a Military Leave.

**How to Contact Matrix:**

Matrix Absence Management Intake Center is open 24 hours per day, 7 days a week. Contact Matrix to file a leave of absence calling 1-866-533-3438 or log onto Matrix's website at [www.matrixservices.com](http://www.matrixservices.com).

For questions on an existing or future leave, including eligibility questions, call 1-800-980-1006 to speak to a Leave or Claim's Coordinator.

**Information Employee Should be Prepared to Provide Matrix When Filing for a Leave of Absence:**

|                  |  |
|------------------|--|
| Name and Emp. #  | Type of Leave – if unsure, Matrix will guide you |
| Address          | Expected Start and End Date of Leave             |
| Telephone Number | Physician's name, Telephone, Fax # and Address   |

The Employee is responsible for ensuring that Matrix receives all requested documentation, including physician certification.

**What Happens After the Employee Contacts Matrix?**

Matrix works with the employee in determining if they are qualified for the Leave of Absence being requested and communicates the status of the request with the employee, the employee's department, and Benefits. **Contacting Matrix in itself does not grant a Leave, nor relieve an employee of their responsibility to report their absences to their department while the request is being processed.**

**Supervisor's Responsibility:**

Monitor employee's attendance, refer your employee to Matrix when appropriate, follow the guidance provided by Matrix, and in the unusual circumstance when an employee is not able to initiate the contact with Matrix due to incapacitation, notify Matrix on the employee's behalf.