

Matrix Absence Management, Inc. (Matrix)

Matrix has been contracted by the Hospital to process, administer, and determine eligibility for specific Leave of Absence types.

Employee's responsibilities

Employees are 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 in accordance with any absence reporting procedures established for their department or work unit.

- Notify your Manager or Supervisor **immediately**
- If your leave is planned, file a leave through Matrix 30 days prior to your leave. In an unforeseen situation, your leave should be reported to Matrix as soon as possible
- Review and get accustomed with our Leave of Absence policy and HealthySteps website
- Submit required documents supporting your leave of absence to Matrix
- For California employees requesting a medical or family leave, file for State Disability Insurance or Paid Family Leave
- **Keep Supervisor and/or Manager informed.**

Manager/Supervisor's responsibility

Monitor employee's attendance and follow discretion provided. In the unusual circumstance when an employee is not able to initiate contact with Matrix or in situations where employees have not filed, file a claim with Matrix on employee's behalf.

Helpful Hints

- 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. Matrix will communicate the status of the request with the employee, the employee's department, Payroll, and Benefits.
- A letter will be mailed to employees that will provide information and instruction regarding benefit premiums while out on leave.
- Expecting a baby? Check out www.healthysteps4u.org and view our exciting video series and educational materials for our Soon-To-Be Moms and Dads!

Continuous Leave vs. Intermittent Leave

- A continuous leave is taken in a single block of time with one start date and one end date.
- An intermittent leave is taken in separate blocks of time due to a single reason and must be reported to Matrix within 48 hours of taking time off.

Transitional Return to Work

Lucile Packard Children's Hospital Stanford has a transitional return-to-work program to facilitate the interactive process for reasonable accommodation requests in compliance with federal law (ADAAA), state law (FEHA), Lucile Packard Children's Hospital Stanford policies and collective bargaining agreements. Please contact our Absence and Accommodation Team at (650) 736-1324 to discuss the possibilities of having reasonable accommodations provided in order for you to perform the essential functions of your job.

Still have questions...

- Seek out answers via HealthySteps4U website at www.healthysteps4u.org.



Employee Checklist

The following items will be included in your leave packet. Read all instructions carefully. It is important that you sign and return all required forms to avoid delays.

- Discuss the request with your Manager or Supervisor.
- File a Leave of Absence with Matrix by calling (866) 533-3438 or log onto Matrix's website at www.matrixservices.com.
- File an application for State Disability Insurance (SDI) -medical leave- or Paid Family Leave (PFL) -family leave- through CA Employment Development Department, at www.edd.ca.gov, if applicable.
- Download a PTO Election form, complete and return it to Payroll. The PTO Election form is located at www.healthysteps4u.org.
- Return your parking permit to Parking & Transportation Services.
- Ensure Matrix receives required supporting documentation for time off.
- If you have an approved intermittent leave, you must report your time to Matrix within **48 hours** of absence.
- Notify Matrix of your return-to-work date, along with restrictions if any, **at least one week** before your expected return, if known.
- If your leave requires an extension or if your return-to-work changes, call Matrix. The medical provider will need to send an updated medical certification to Matrix **prior** to the end of the last certification period.

When does Leave apply to me?

If your situation fits one of the following examples, you may need to request a leave of absence through Matrix.

➤ Family and Medical Leave

- **Medical** – Your own serious health condition that qualifies under FMLA
- **Family** – To care for a qualified family member who has a “serious health condition” that qualifies for a leave under FMLA/CFRA
- **Bonding** – To care for a child newly born, adopted, or placed with you for foster care that qualifies under FMLA/CFRA

➤ California Pregnancy Disability Leave (PDL)

Pregnancy disability for California employees that qualifies under PDL

➤ Worker’s Compensation

Work-related health condition

➤ Lucile Packard Children's Hospital Stanford Personal Leave

Leave not covered by other categories and is completely discretionary

➤ Military Leave

Leave associated with military duty

➤ Educational Leave

Leave needed to pursue education pertinent to Lucile Packard Children's Hospital Stanford

➤ Reasonable Accommodation

Leave due to a disability because of a disability covered under the Americans Disability Act

➤ CA DVELA / VICTIMS OF CRIME

Leave to deal with issues relating to domestic violence or having been a victim of certain crimes

➤ Kin Care / CESLA or CA Sick Leave

Leave needed to care for an eligible family member and for your own medical condition (use appropriate code in Peoplesoft since Matrix does not manage)

Note: The above leaves are defined and fully explained in the Leave of Absence Policy located on Lucile Packard Children's Hospital Intranet

Contact Resources

- HR Absence and Accommodation Team
LPCHLOA@stanfordchildrens.org
(650) 721-5400

- Payroll
payroll@stanfordchildrens.org
1-855-345-LPCH (5724)

- Occupational Health Department
stanfordocchealth.org
(650) 723-5922

- Department of Parking & Transportation
<http://transportation.stanford.edu>
(650) 723-9362

- Employee Assistance Program (EAP)
www.achievesolutions.net/SHCLPCH
(855) 281-1601

- Health Savings / Flexible Spending Acct
www.healthequity.com/SHCLPCH
(877) 395-6548

- CareCounsel
www.carecounsel.com
(888) 227-3334

If you have questions regarding financial wage replacement benefits during a medical leave, please contact the 3rd party administrator who is responsible for adjudicating your claim.

- Matrix Absence Management, Inc. (Voluntary Short Term Disability)
LPCH-Matrix@Matrixcos.com
(800) 903-3635

- Employment Development Department (SDI or PFL)
www.edd.ca.gov
SDI – (800) 480-3287
PFL – (877) 238-4373

- Liberty Mutual (Long Term Disability)
www.mylibertyconnection.com
(800) 320-7585



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A Guide to Leave of Absence

What is a leave of absence?

- A leave requested for a period of time off for a disability due to a pregnancy, serious health condition, or family care. A “serious health condition” is an illness, injury, impairment, physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or a period of incapacity that involves continuing treatment by a health care provider.
- Other needs of a leave may be handled as an extended period of time-off taken for a “serious health condition” either work-related or non-work-related and absences that do not meet the statutory such as educational, military service, and personal.

When are you eligible?

- Lucile Packard Children's Hospital Stanford policies comply with all Federal and State laws that govern a leave of absence.
- Leave of absence that qualify under Federal and/or State leave acts will be designated as leaves under those laws and will run concurrently (at the same time) to the extent permitted by law.
- You must have completed one year of service and worked 1250 hours in the last 12 months to be eligible for Family Medical Leave Act (FMLA), and/or California Family Rights Act (CFRA).