

FMLA Claim Submission Checklist

Employees:

The following are step-by-step instructions that describe what you need to do to apply for an FMLA leave and/or short term disability for your situation.

- **Step #1:** Contact Sun Life Absence Management Services online or by phone to notify your employer of your need for a leave of absence and/or short term disability claim:
 - > **Website:** www.sunlife-ams.com (Register as new user, Employee # can be found within Ultipro)
 - > **Phone:** 1.877.786.3652
Hours: 8:30 am - 10:30 pm EST

- **Step #2:** Receive the Medical Certification Form, found in your FMLA Notification Packet sent by Sun Life AMS, or download from www.sunlife-ams.com. The completion of this single medical certification form is sufficient for your application for both FMLA and short term disability.
 - > The FMLA Medical Certification Form is time sensitive material. Be certain to check for the certification due date on the initial request letter found in your FMLA Notification Packet.

- **Step #3:** Take the blank Medical Certification Form to either your own or your family member's health care provider.
 - > If your leave is not for medical reasons due to a Qualifying Exigency, please follow the instructions provided by the Sun Life AMS Specialist and/or your FMLA Notification Packet.

- **Step #4:** Ensure that Sun Life AMS 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 Sun Life AMS prior to your certification due date:

The health care provider must return the completed Medical Certification Form to Sun Life AMS by either fax or e-mail. You may return the completed form by mailing the original completed Medical Certification Form.

 - > **Fax:** 1.877.309.0218
 - > **E-Mail:** Absence@sunlife-ams.com
 - > **Address:** Leave Center, NBC Tower – 13th Floor, 455 N. Cityfront Plaza Drive, Chicago, IL 60611-5322

- **Step #5:** Receive and review the FMLA Decision Letter from Sun Life AMS. Please note the decisions are based on the certification completed by the health care provider. If you have applied for short term disability, you will receive a separate decision letter regarding your approval for disability benefits.

- **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 Sun Life AMS within 48 hours and follow your company's call-in procedures. All prescheduled appointments needs to be tracked ahead of time with both Sun Life AMS 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 Sun Life AMS if your leave is any different than what was provided on the decision letter.