

IVR Guide 1.877.786.3652

The employee will first hear:

“Thank you for calling Sun Life Absence Management Services®. Please have your employee ID and claim number available before continuing as you will be required to enter these numbers. If these numbers are not available, your call will be answered by an FMLA representative during business hours (7:30 am – 9:00 pm CT Mon- Fri).”

First List of Options

- > Thank you for calling Sun Life Absence Management Services.
- > For English press 1, for Spanish press 2.

Second List of Options

- > For inquiries or to report time on an existing leave request, press 1.
 - > By pressing #1, the employee will be able to enter and extract information on their leave using our automated phone system.
- > For all other inquiries press 2

If you pressed 1 you will hear:

- > To enter your leave request number, press 1.
- > To enter your employee ID, press 2.
 - > By pressing #1 or #2, the employee will be asked to enter their home zip code per the client's eligibility file. Once entered, they will have access to the following automated options:
 - > #1 Report Time
 - > #2 Check Available FMLA Time
 - > #3 Leave Status
 - > #4 Reporting a Return to Work Date
 - > #5 Fax and Mailing Information
 - > #0 To speak to a specialist
- > To leave a message, press 2.
You will receive a message to leave the following information
 - > Leave name
 - > Phone # (with area code)
 - > Employee ID
 - > Date(s) FMLA used
 - > Number of hours used
 - > Date return to work
 - > Sun Life Absence Management Services voice mails are checked daily
 - > If you wish to speak to a representative, e-mail Absence@sunlife-ams.com

If you pressed 2 you will hear:

- > For our fax and mailing address, press 1.
You will receive the following message:
Please remember that all medical certifications faxed to us must be faxed directly from the doctor's office. Our confidential fax numbers are 877.309.0217 or 877.309.0218. Our address is the FMLA Center at 455 N. CityFront Plaza Dr, 10th Floor, Chicago, IL 60611. You may visit our website at www.sunlife-ams.com to view your current FMLA status or request a new FMLA leave. You may also contact us via e-mail at Absence@sunlife-ams.com with any questions you may have about your FMLA request. Thank you for calling Sun Life Absence Management Services.
- > To report issues with the Sun Life Absence Management Services website press 3.
Connects with live rep, unless after hours, then the same information will be requested as option 2
- > To open a new leave request, press 4.
Connects with live specialist, unless after hours, then the same information will be requested as option 2
- > For a representative, press 0 (zero).
Connects with live rep, unless after hours, then the same information will be requested as option 2
To return to the main menu, press 9.