



Done	Medical Leave of Absence (MLOA) - Leader Responsibility Checklist
	<p>1. Meet or speak to your Associate who may be in need of a Medical Leave of Absence (MLOA) or Accommodation (Scenarios: upcoming surgery, Associate has called in more than 3 consecutive days, accident or hospitalization, request for accommodation).</p> <p>Note: Ensure you ask for the Associate’s personal email address and phone number during the call.</p> <p><b>Note:</b> See the Leader Guide for support with having the conversations with Associates for all four scenarios below.</p>
	<p>2. A claim should be submitted for a <b>MLOA</b> when:</p> <ul style="list-style-type: none"> <li>• The cause of an absence is non-occupational</li> <li>• It’s due to an accident or surgery</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• It will extend beyond 5 days to manage health conditions or recover from illness or injury</li> </ul> <p>A claim should be submitted for <b>Accommodation</b> when:</p> <ul style="list-style-type: none"> <li>• The need is not caused by an occurrence that is work-related</li> <li>• An Associate has expressed an immediate need for accommodation</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• A doctor’s note is provided to indicate that an accommodation is required</li> </ul>
	<p>3. At the end of the conversation, ensure that the Associate is aware of the following information, responsibilities and next steps:</p> <ul style="list-style-type: none"> <li>• They are not required to share diagnosis and medical information with you, just the impact the health concern has on their work</li> <li>• Acclaim is our third-party provider who manages our short-term medical leaves and accommodation which ensures confidentiality, fairness and consistency</li> <li>• Associate is responsible for maintaining contact with the Leader and Acclaim throughout the process to ensure claim remains active</li> <li>• Acclaim will contact them directly to initiate the process and will provide the medical documentation</li> <li>• Associate must connect with their doctor to get medical documentation completed</li> <li>• Medical documentation should only be shared with Acclaim</li> </ul>

\*\*This is a reference document only, and it is not to be submitted to Acclaim or Human Resources.



4. Scenarios for determining when a claim needs to be submitted:

**Scenario 1:** An Associate has advised that a future Medical Leave of Absence is required. Example: planned surgery

**Leader** submits the claim on the Acclaim Web Portal two weeks in advance of leave

**Scenario 2:** An Associate has unexpectedly been absent for more than 3 consecutive days, calling in through Extend communications

**Leader** calls the Associate on the 4th day of absence and determines whether the absence will extend beyond 5 working days. If yes, Leader submits the claim on the Acclaim Web Portal

**Scenario 3:** An Associate is unexpectedly absent due to an accident or hospitalization

**Leader** submits the claim through the Acclaim Web Portal as soon as possible and calls Associate if appropriate

**Scenario 4:** An Associate expresses a need for immediate work accommodation or provides a medical note indicating that they need an accommodation

**Leader** submits the claim through the Acclaim Web Portal and supports the requested accommodation until a decision is rendered by Acclaim

*Reminder: Do not ask for details about an Associates medical condition.*

5. How to submit a claim on the Acclaim Web Portal:

Login to the portal: <https://www.acclaimability.com/start-a-claim>

Username: **TBD**

Password: **TBD**

Click on "**Start a Claim**"

Information needed to start a new claim:

- |   |   |
|---|---|
| <input type="checkbox"/> Associate Name         | <input type="checkbox"/> Department                       |
| <input type="checkbox"/> Associate ID           | <input type="checkbox"/> Job Title                        |
| <input type="checkbox"/> Associate Phone #      | <input type="checkbox"/> Associate Personal Email Address |
| <input type="checkbox"/> Associate Home Address | <input type="checkbox"/> Associate Date of Hire           |
| <input type="checkbox"/> Date of Birth          | <input type="checkbox"/> Associate Supervisor & Manager   |
| <input type="checkbox"/> Last Day Worked        | <input type="checkbox"/> First Date of Absence            |
| <input type="checkbox"/> Building Location      | <input type="checkbox"/> Regular Hours Worked Per Week    |

The information above can be found on the **UKG-HRIS home page**

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	<p>Click on <b>My Team - My Associates</b> – Search for and select Associate Review: <b>Associate Summary</b> page, <b>Private Info</b> page for Date of Birth, and <b>Name, Address, and Telephone</b> page for additional phone numbers such as cell phone.</p> <ul style="list-style-type: none"> <li>• Ensure that you ask for the <b>Associate’s personal email address</b> and confirm <b>phone number</b>. The remaining information can be found on UKG-HRIS. <b>Note:</b> If the contact information you collect from the Associate is different than the data in UKG-HRIS, please email hr@napoleon.com to advise HR Shared Services that an update is required.</li> <li>• You can upload any documentation that the Associate has provided to you.</li> <li>• Enter the Associate’s shift (Days, Afternoons, Nights) in the comment box on the last page in addition to any additional pertinent information.</li> <li>• Click the “Submit” button to submit the claim.</li> <li>• Ensure you receive the confirmation on the screen that Acclaim has received your request to start a claim.</li> </ul> <p><b>Note:</b> LIVE Support is available on the Acclaim WebPortal if you have any questions while submitting the claim.</p>
	<p>6. <b>Acclaim</b> sends confirmation of receipt to <b>Leader</b> cc: HRBP and provides the assigned case manager.</p>
	<p>7. <b>Acclaim</b> contacts <b>Leaders</b> cc: HRBP, as required, throughout the workflow process to provide updates (i.e., attempt to call, intake complete, forms received, suspension, support/non-support)</p>
	<p>8. <b>Leader</b> is to correspond with <b>Acclaim</b> throughout the process and <b>contacts Acclaim directly with any questions about the status of the claim</b>. When contacting Acclaim, use a previous update email and ensure that you “Reply All”. <b>Leader</b> will also work with <b>HRBP</b> on any escalations required (i.e., Associate not responding, documentation not submitted, extension request, claim denial, etc.)</p> <p><b>Note:</b> While your Associate is on the MLOA, reach out to them periodically. This will show them that you are concerned about their well-being and recovery.</p>
	<p>9. Reference the Return to Work – Leader Responsibility Checklist once notified that Associate will be returning to work</p>

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Notes

- If you are unable to reach the Associate after 3 attempts within 3 business days, contact your HRBP for escalation. Make note of the dates and times of your calls.
- Other resources related to this process can be found by accessing the Manufacturing Business Partners TEAMS Channel and selecting the MLOA and Accommodations Resources Subchannel:
  - Leader Guide
  - RTW Checklist
  - ESRTW Form
  - Duty to Accommodate Presentation

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