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### EMPLOYEE CONTACT UNUM

Employee contacts Unum to begin leave process via phone, web, or app.

Unum works with the employee to collect information for leave process.

Call Center Hours: Monday – Friday, 7am to 7pm CST

Phone Number: 866-779-1054 Fax: 800-447-2495

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### APPROVAL / DENIAL NOTIFICATION

Unum reviews information and makes a determination to approve or deny leave.

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### NOTIFICATIONS SENT

Unum sends approval or denial notification to:

- Employee
- Employee's manager
- UM System Leave Team

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### CONTINUOUS AND INTERMITTENT LEAVE

If a continuous leave, the UM System Leave Administrator will:

- Place employee on a Leave of Absence and enter applicable PTO into employee's time-sheet.
- Notify employee and department of accruals being used and when employee will be unpaid.

If an intermittent leave:

- Employee will be responsible for contacting both Unum and manager to report FMLA related absences. *If employee does not contact Unum within 5 days of each absence, it will not be protected under FMLA.*
- Employee and/or department are required to enter intermittent absences into timesheet as the absences occur.

Time Approval/Sign-off required by manager for all absences.

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### RETURN TO WORK PROCESS

- Unum will call the employee 5-7 days before their return to work to verify return date and will communicate if there are any changes.
- Employee must submit return to work document from health care provider if on a continuous leave for self.
- Unum will email manager after return date to verify return, **manager must reply to Unum to confirm. Failure to reply could result in access and pay issues for employee.**

