ABSENCE REPORTING FLOW CHART

Start:

Employee reports absence according to department rules- calls supervisor/admin manager

Disability related/needed?

YES

Employee instructed to call TOPS (1-877-307-9675) to do "disability intake." Intake info will be fed over to MetLife electronically.

FMLA generated to employee's home from TOPS and Metlife begins to work claim, contacts employee via phone and USPS

Approved **Denied** **Pending**

Employee shows up on ATP (advice to pay) report from Metlife to payroll as approved, denied, pending. Payroll pays the first week out as sick (if entitled) and the second week out as courtesy if claim is still pending- remainder of the weeks are paid according to approval on ATP report.

NO

Supervisor/admin enters absence into TOPS on behalf of employee: Sick day (FMLA generated to employee's home), Vacation, Bereavement, Voluntary time off, etc.