

# TIME OFF PLANNING SYSTEM (TOPS) – QUICK REFERENCE GUIDE

## NNE ASSOCIATES- YOUR OWN TIME OFF

### Vacation & Personal Time

Vacation and Personal time are housed and tracked within TOPS.

- Your supervisor will record your used Vacation and Personal time in the system. You will not need to enter the time yourself.
- If you notice your used time has not been recorded, alert your supervisor so they can update it.

### Sick Days – Resulting in an absence less than 7 consecutive calendar days

- Follow the call-out policy established by your department & notify the appropriate person about your absence.
- Your supervisor will add incidental/sick days into TOPS on your behalf, making certain that FMLA paperwork is generated to your home.

### Short Term Disability (STD) - Resulting in an absence more than 7 consecutive calendar days OR work related illness/injuries

- If you believe that your condition, work related or not, may cause you to be out of work longer than 7 consecutive calendar days, follow these steps:
  - Notify your supervisor or appropriate person of your absence- (if it is work related, an injury report will also need to be filed with Risk Management)
  - Call TOPS at 1-877-307-9675, select option 3 (or option 2 if after 5PM EST) and report your absence to the TOPS representative. Tell the rep the absence will keep you out of work for over 7 calendar days and request FMLA paperwork.
  - Tell the representative that you need to complete “**disability intake**”. **NOTE:** You must use the term “**disability intake**”.
  - **You should not wait until you are out of work for 7 calendar days to call TOPS if you know ahead of time that you will be out that long.**
  - Planned disability, such as surgery or child birth, should be initiated through TOPS a week to a week and a half prior to the start of the absence.
  - Work related illness/injuries can be covered by STD from day one-these need to be reported just as instructed above, regardless of whether you will be absent more than 7 calendar days. Worker's comp claims often run concurrently with a STD claims and are managed by Risk Management.

### Disability Intake:

- Disability Intake is a series of questions that are taken by a TOPS representative to help build a Short Term Disability claim (STD) on your behalf.
- Once the claim is created, TOPS will submit it to MetLife who will manage the STD claim until you return to work full time, full duty. (Note: Worker's comp claims often run concurrently with STD claims and are managed by Risk Management).
- All MetLife claim information will be directed back to TOPS as it is updated.
- You should not call MetLife directly to initiate an STD claim – these must be initiated via TOPS.
- Once you have an established claim with Metlife, you may contact them directly with questions.

### FMLA Absences

- Some absence types may qualify for the Family and Medical Leave Act protection (FMLA).
- If you and the absence type qualifies for FMLA protection, TOPS will send you paperwork for you to have your doctor complete for certification.
- When approved, FMLA runs concurrently with many other leave types, such as sick days or Short Term Disability.
- You will receive notification by mail of approved or denied FMLA absences from TOPS/Nationwide Better Health.