



## TEAM MEMBER LEAVE of ABSENCE (LOA) RESPONSIBILITIES

for Family & Medical Leave (FML) ~ Intermittent FML ~ Inova Medical Leave (IML)  
~ Short Term Disability (STD) ~ Paid Parental Leave (PPL)

### 1. KEEP YOUR TEAM LEADER/ HR BUSINESS PARTNER (HRBP) INFORMED OF YOUR LOA, REPORT any INTERMITTENT FML and MILITARY LEAVE DATES and CONFIRM RETURN TO WORK STATUS

- Keep your Team Leader and HRBP informed of your anticipated LOA. You are not required to disclose details of why you are taking leave but must report how long you intend to be out, your first day absent and when you expect to return to work.
- Medical/health information is private - do not share personal health information with Inova HR, HRBP or your Team Leader. Such information should only be shared with The Hartford in order to process your FMLA or STD claim.
- For Military Leave, please contact The Hartford to file a FMLA claim to run concurrent with the dates you will be on active duty/training/etc. You may be asked to provide your military orders at that time.
- Discuss a transition of work plan to ensure there is the right coverage and support for your normal work responsibilities.
- You must continue to report all intermittent absences to your Team Leader/department throughout your approved FMLA period and provide information relevant to any changes to your claim.
- Confirm your exact return to work date to your Team Leader and HRBP so that your employment assignment can be returned to Active Payroll Eligible status in Oracle and to regain access to Inova systems/email. **Submit your Fitness for Duty Form to eServices ([eServices@inova.org](mailto:eServices@inova.org))**
- **To contact HR at any time prior to or during your absence period, submit your inquiry to the Inova HR eServices Center by calling: 703-205-2166 or by emailing: [eservices@inova.org](mailto:eservices@inova.org)**

### 2. SUBMIT ANY REQUIRED CERTIFICATION and SUPPORTING DOCUMENTATION in a TIMELY MANNER

- Start your Leave/Disability claim with The Hartford by calling: 1-888-301-5615. The **“Certificate of Health Care Provider” must be completed and signed by the treating physician within 15 days and sent to The Hartford via fax: 833-357-5153, by email to: [GBClaims@thehartford.com](mailto:GBClaims@thehartford.com) or by mail: The Hartford; P.O. Box 14869; Lexington, KY 40512.**
- If the required paperwork (such as the Certificate of Healthcare Provider for self or family member, Attending Physician statement, Medical Authorization form, doctors’ notes, or medical records) is not returned timely to The Hartford, your leave determination will be delayed and/or denied, and, if applicable, any STD pay and/or PPL pay from Inova will also be delayed.
- **Please note, once The Hartford receives any documentation, the review process could take up to 5 business days after the receipt of that information before any determination can be made.**

### 3. REPORT YOUR FIRST DAY of LEAVE and DATE of DISABILITY, SURGERY DATE, or DATE of DELIVERY to THE HARTFORD

- **You must provide The Hartford with your last day worked, first day of leave and your date of disability/surgery date/date of delivery (as applicable).** While you may submit your claim in advance, The Hartford will not process your STD and/or PPL claim until they have received confirmation of your last day worked, and date of disability/method of delivery, and child’s birth/placement.
- If you are not physically able to contact the Hartford on your first day of STD, designate a family member or friend to contact The Hartford on your behalf to confirm your leave has begun and to report your date of disability.

### 4. USE YOUR ACCRUED PTO (or EIB as applicable) for FMLA, IML, STATE PFML and/or INTERMITTENT FML ABSENCES

- **Accrued PTO (or EIB) is to be used during any unpaid FMLA, Inova Medical Leave (IML) and/or non-concurrent state leave (PFML) periods unless otherwise mandated by state law.** Once PTO/EIB is exhausted, any remaining portion of FMLA leave will be unpaid.
- **The first 7 days of STD is an unpaid, elimination period prior to the start of paid STD.** You are required to use PTO days (if available, and except where requiring use is prohibited by law) or EIB (if applicable) to satisfy the elimination period.



#### 5. SET UP YOUR HARTFORD CLAIMS PORTAL ACCESS with YOUR PERSONAL EMAIL ADDRESS

- Register with your PERSONAL EMAIL on The Hartford MyBenefits Claims Portal at <https://thehartford.com/mybenefits> to access up-to-date claims status information and to upload any missing forms and supporting medical documentation. Set up your profile to receive text or email communications (to your personal email).
- Do not use your Inova work email for leave communications. While on LOA, you will not have access to Inova email nor internal Inova systems.

#### 6. UNDERSTAND YOUR PAY WHILE ON LOA

- FMLA, IML, and State PFML are unpaid, unless concurrent with STD/PPL or when you are eligible for a state paid leave benefit beyond the Inova leave period. Accrued, unused PTO will be applied to cover your unpaid leave period.
- All approved STD amounts (6 weeks, inclusive of the elimination period) will be paid by Inova at 100% at base pay rate. Any necessary and approved STD beyond 6 weeks will be paid at 66.67% (beginning the 7<sup>th</sup> week) and up to 19 weeks. Those TMs with EIB balances will be required to exhaust EIB prior to receiving STD benefits.
- Please note that claim approvals from The Hartford may or may not fall within designated Inova pay periods. If you experience an interruption in pay while your STD approval or STD extension is pending, your STD pay will be retroactively processed for payment by Inova payroll upon the approval of the claim.
- All approved PPL amounts (4 weeks) will be paid by Inova at 100% of base pay. FTE is considered and prorated to account for a normally scheduled work week period so as not to exceed a 4-week paid leave benefit in any circumstance.
- Because team members receiving PPL will be paid 100% of their pay for the applicable approved time period, they are ineligible to receive STD benefits while receiving PPL, pursuant to the terms of our STD Program. Team members who receive both STD (for any extended period beyond the initial approval) and PPL simultaneously will need to reimburse Inova for their time used under PPL.
- The use of combined FML, STD and PPL will not extend the total leave amount of twelve weeks for childbirth and/or bonding purposes within any twelve-month period.
- If you are eligible for a state paid family leave benefit, once the paid Inova leave period ends and if planning to take the additional weeks of LOA under the state paid leave program for Child Bonding, you will be unpaid by Inova during that time and cannot use PTO to supplement that absence period.

#### 7. APPLY FOR ANY STATE PAID MEDICAL or FAMILY LEAVE (PFML) BENEFITS (as applicable)

- Your work State may have a paid leave benefit for medical or family leave (PFML) which runs concurrent with FMLA, STD and/or PPL. Check your eligibility with your State and file directly with the State benefit program.
- If you are designated as working in the states of CT, MA, NY or NJ, The Hartford will assist you with the State Paid Leave application process and process payment for that benefit (upon approval).
- If eligible and approved to receive a State Paid Leave benefit for medical or family leave, your pay from Inova for your approved STD and/or PPL period will be automatically offset by the maximum State benefit to account for pay you are eligible to receive from your State program so that you will not earn more than 100% of your wages while on LOA.
- Provide HR with the State confirmed approval period and actual benefit amount so the correct offset can be applied.

#### 8. UNDERSTAND YOUR BENEFITS COVERAGE WHILE ON LOA

- While on paid leave, there will be no disruption of benefits coverage and premiums will continue to be paid through payroll deductions from your Inova paycheck along with Inova provided life insurance and long-term disability insurance.
- Contribution deductions will continue from your Inova paycheck for 401k/403b/457b and HSA (as applicable) as well as premiums for supplemental insurance for you, your spouse/domestic partner and children, buy-up LTD, AD&D insurance, and legal plan (if any).
- In some cases, while on unpaid leave from Inova, you may be direct billed for your benefits or have catch up payments in arrears for premiums upon your return to work. Additionally, if you fail to return to work following FMLA Leave, Inova will recover any premiums it paid to maintain your health coverage.
- While on Military Leave, you will need to contact the Inova Benefits Center to indicate if you will continue Inova benefits coverage or not while on leave.
- If you have questions about direct billing or any catch up benefits payments, please contact the Inova Benefits Center at 877-466-8201.

**9. MAKE CHANGES TO YOUR BENEFITS COVERAGE WITHIN 60 DAYS from DATE of BIRTH or ADOPTION**

- **Contact the Inova Benefits Center at: 877-466-8201; or online at [www.myinovabenefits.org](http://www.myinovabenefits.org):**
  - **To enroll your new child:** You will need to add your child to medical coverage within 60 days from the date of birth / adoption / legal guardianship. If you do not make changes within 60 days, you must wait until the next benefits Annual Enrollment period. A hospital souvenir birth announcement will be accepted as temporary documentation.
  - **You must submit the government issued birth certificate to Inova Benefits Center within 60 days of the child's enrollment to continue your child's coverages. Coverage will cancel on the 61st day if the government-issued birth certificate is not submitted.**
  - **You CANNOT enroll a dependent through the medical insurance company.**
  - **To update Healthcare and Dependent Care Flexible Spending Accounts:** Make changes within 30 days. Contributions will be suspended while on paid or unpaid LOA. Upon return to work, contact the Inova Benefits Center to have your FSA contribution amount recalculated to account for missed deductions and to ensure you reach your annual goal amount.
- You may also consider electing/changing:
  - **Flexible or Healthcare Spending Accounts (FSA or HSA):** Set aside pre-tax payroll deductions to pay for qualified expenses. Inova also offers a Dependent Care FSA to help pay for expenses associated with adult and child day care center, preschool, and before/after school care for eligible children and adults. Make changes within 30 days of your qualifying event.
  - **Beneficiary Designations:** Update your beneficiaries including, but not limited to the following benefit plans:
    - **Life and/or AD&D insurance**
    - **401(k) / 403(b) Plans:** Visit Fidelity [netbenefits.com](http://netbenefits.com)
  - **Special Discounts through BenefitHub:** Discounts to products and services provided for children and family can be found on <https://inova.benefithub.com>

**10. CONTINUE to PROVIDE SUPPORTING MEDICAL DOCUMENTATION from YOUR TREATING PHYSICIAN**

- Ensure your treating physician completes and returns all applicable paperwork as soon as possible.
- If an extension is needed beyond your initially approved FMLA or STD claim period, please be sure to complete the necessary certification documents and provide further supporting medical information to be submitted to The Hartford in a timely manner.
- **Necessary forms or additional supporting documentation can be uploaded to:**  
<https://thehartford.com/mybenefits>
- Once The Hartford receives any medical or supporting documentation, the review process could take up to 5 business days after the receipt of that information before any determination can be made.
- To keep your medical information private, please **do not share personal health information, medical records or doctor's notes with Inova HR, HRBP or your Team Leader.**

**11. SUBMIT YOUR FITNESS FOR DUTY FORM to INOVA eSERVICES and REPORT YOUR RETURN TO WORK**

- **Provide a Fitness for Duty (FFD) Form from your treating physician, approving a return to work and specifying any physical restrictions or limitations.** This applies for all TMs returning from a disability related leave of absence (including leave for maternity purposes).
- The Fitness for Duty Form is provided by The Hartford along with your claims information and must be submitted to The Hartford by uploading to the Hartford Portal at <https://thehartford.com/mybenefits> and to HR eServices by email at [eServices@inova.org](mailto:eServices@inova.org) or faxed to 703-205-2144 no later than 2 days prior to the actual date that you will return to work.
- **Failure to provide your Fitness for Duty will delay your return to work and any updates to your employment and pay status in Oracle.**
- **Notify your Team Leader and HRBP of your exact return to work date** so your employment assignment can be returned to Active Payroll Eligible status and your access to Inova systems is reactivated. All changes should be made in Oracle by your Team Leader and cannot be predated.
- The Fitness for Duty Form can also be found on the Benefits Portal ([www.myinovabenefits.org](http://www.myinovabenefits.org)) under Resources.

## 12. GET ANSWERS TO YOUR QUESTIONS PRIOR TO and DURING LOA

- For questions related to your FML/IML/STD/PPL claims, contact The Hartford directly at: 888-301-5615 or go to: <https://thehartford.com/mybenefits>
- For more information and to see if you are eligible for State Paid Family or Medical Leaves, go to The Hartford's Paid Family and Medical Leave Resource Center at: [Paid Family & Medical Leave | PFML | The Hartford](#)
- **For HR related questions**, please reach out to Inova HR eServices at: 703-205-2166 or email: [eservices@inova.org](mailto:eservices@inova.org)
- **For Benefits information**, refer to the Inova Benefits Center by calling 877-466-8201 or go to: [www.myinovabenefits.org](http://www.myinovabenefits.org)
- Information is also available on the Inova **Benefits Portal** at [www.myinovabenefits.org](http://www.myinovabenefits.org) on the Resources webpage in the Disability Insurance section, including insurance certificates, the Fitness for Duty Form, and FAQs.
- For more details on Inova's **Disability and Medical-Related Leave Programs** refer to InovaConnect →Policystat and for **Time Away** and **Family & Medical Leave** information, please refer to Work/Life→Time Away Programs or Family & Medical Leave on the Inova Benefits portal at this link: [www.myinovabenefits.org](http://www.myinovabenefits.org)
- Keep the **Important Resources and Contact Information** (page 5) on-hand for your reference while on LOA.



**IMPORTANT RESOURCES and CONTACT INFORMATION:**

Resource	Administrator	Contact
<b>Absence and Disability Insurance company</b> <i>(To file FMLA, Short Term Disability, and Paid Parental Leave claims as well as any ADA Accommodation requests)</i>	The Hartford (effective 7/1/23)	The Hartford: 1-888-301-5615 (8am-8pm EST) <a href="https://Thehartford.com/mybenefits">https://Thehartford.com/mybenefits</a> Policy number: 073222  The Hartford PO Box 14301 Lexington, KY 40512-4301
<b>HR eServices</b>	Inova	703-205-2166 Fax: 703-205-2144 Email: <a href="mailto:Eservices@inova.org">Eservices@inova.org</a>
<b>Inova Benefits Center</b>	Inova	1-877-466-8201 <a href="http://www.myinovabenefits.org">www.myinovabenefits.org</a>
<b>Benefits Portal</b> <i>(For Team member benefits resources)</i>	Inova	<a href="http://www.myinovabenefits.org">www.myinovabenefits.org</a>
<b>Retirement Plans (401k, 403b, 457b)</b>	Fidelity	1-877-694-6682 <a href="http://netbenefits.com">netbenefits.com</a>
<b>Savings &amp; Spending Accounts</b> Healthcare FSA & Dependent Care FSA – <i>Group #: 697822</i>  Limited Healthcare FSA – <i>Group #: 885629</i>  Health Savings Account (HSA) – <i>Control #: 697819</i>	Inspira Financial	1-888-678-8242 <a href="http://inspirafinancial.com">inspirafinancial.com</a>
<b>Employee Assistance Program (EAP)</b> <i>(Providing creative solutions for the demands of life and work)</i>	Inova	1-800-346-0110 (available 24 hours, 7 days a week, 365 days a year) <a href="https://www.inova.org/our-services/corporate-health-services/employee-assistance-program">https://www.inova.org/our-services/corporate-health-services/employee-assistance-program</a>  Username: Inova Password: EAP
<b>Lyra Health</b> <i>(Providing support for emotional &amp; mental wellbeing)</i>	Lyra Health	1-877-331-4685 Email: <a href="mailto:care@lyrahealth.com">care@lyrahealth.com</a> <a href="https://Inova.lyrahealth.org">https://Inova.lyrahealth.org</a>
<b>Inova Well</b> <i>(Offering Childbirth and parenting classes, WellBaby program, new mom &amp; postpartum support groups)</i>	Inova	703-698-2400 Inova Well: <a href="http://www.inova.org/our-services/inova-well">www.inova.org/our-services/inova-well</a> Email: <a href="mailto:inovawell@inova.org">inovawell@inova.org</a>  Inova WellBaby: <a href="http://inovawell.org">inovawell.org</a>
<b>Bright Horizons</b> <i>(Offering Child and Elder care supportive help)</i>	Bright Horizons	<a href="https://clients.brighthorizons.com/inova">https://clients.brighthorizons.com/inova</a>  Employer Username: INOVA Password: inovacares
<b>Employee Discount Program</b>	BenefitHub	1-866-664-4621 <a href="https://inova.benefithub.com">https://inova.benefithub.com</a> email: <a href="mailto:customercare@benefithub.com">customercare@benefithub.com</a>