

Managing Employee Absences

Frequently Asked Questions for Managers

City of Newport News



These FAQs can answer some of your questions about assisting your employees in reporting FMLA related absences.

When should employees contact The Standard?

Employees should be advised to contact Standard Insurance Company (The Standard⁺) if they are absent from work or know they will be absent from work for any of the following FMLA qualifying reasons:

- Their own serious health condition (including pregnancy)
- To care for their newborn child
- The placement of their adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military need, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military

How do employees report an intermittent FMLA absence?

When an employee misses time from work associated with FMLA intermittent leave, they can quickly and easily report absences through either The Standard's self-service phone system or the self-service web portal. The employee FAQ includes instructions for how to use this feature. Employees must also report the FMLA absence to their direct supervisor or through the normal departmental call-in procedures

Where do employees find The Standard's contact information?

Employees can find The Standard's contact information in the FAQ for employees.

Who is responsible for notifying me of employee absences?

The first step in initiating a leave of absence is for employees to notify you of their need to take a leave. The employee is then responsible for contacting The Standard.

After the employee contacts The Standard to initiate a request for time off under the Family Medical Leave Act and/or files a claim for Short Term Disability the HR business partner will receive an email notifying the HR business partner that your employee has requested a leave of absence.

Employees are always responsible for following the normal City of Newport News absence reporting procedures and notifying you of their absences. This includes employees on intermittent FMLA, as they are responsible for reporting their absences to both City of Newport News and The Standard.

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How do I know if employee leaves of absence have been approved?

It will take approximately one week for The Standard to make a leave decision once the employee's completed claim application is received. As soon as we make this decision, we'll notify the HR Department via email.

Legacy Plan:

After the employee serves the benefit waiting period (as outlined in your group policy), STD benefit payments are paid in arrears to the employee on a weekly basis. In most cases, we mail checks to the employee's residence on Wednesday of each week. STD benefit payments that are payable for retroactive claims will be mailed following claim approval.

Hybrid Plan:

City of Newport News will pay STD benefits to employees through their normal payroll cycle. The benefits administrator can explain the type of plan the employee has and specifically how benefits will be paid.

More questions?

Call The Standard's Absence Management Service Center at
833-571-1200

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‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Oregon, in all states except New York. Product features and availability vary by state and are solely the responsibility of Standard Insurance Company.