

HOW TO REPORT A LEAVE OF ABSENCE

Family & Medical Leaves of Absence

How do I report a family medical leave (FML) claim?

Simply do one of the following:

- › Call toll-free **888.84.Cigna (24462)** or **866.562.8421** (Español) between 7:00 am and 7:00 pm CST. A representative will walk you through the process.
- › Create a new leave request online at **myCigna.com**:
 - Select the “Review my Coverage” tab from the header
 - Then select “Disability/Leave of Absence” from the dropdown
 - Click on “Submit a request for a disability or leave of absence”

You also need to call your employer on or before your first day of absence to report how long you plan to be absent.

When do I call?

Call Cigna as soon as you know you'll be absent for any of these reasons:

- › **FML** - If you have a serious health condition that means you can't do your job and you plan to be absent from work for:
 - More than three days in a row
 - Hours or days not necessarily in a row (intermittent)
 - A hospitalization for any amount of time
- › Birth of a child and care of a newborn child
- › Placement of a child with you for adoption or foster care
- › Care for a spouse, child or parent with a serious health condition
- › Qualifying exigency reason(s) due to a family member's military deployment

- › Care for a family member who's incurred a serious injury or illness in the line of active military duty
- › Qualifying school activities
- › Family medical appointment
- › Alternate state leave - For yourself or a family member. Include leaves permitted by state law for crime victims and victims of domestic violence

Remember, even though you call Cigna, you still must call your employer on or before your first day of absence to report how long you expect to be absent. Of course, always seek appropriate medical attention immediately. Your health and safety always come first.

continued on the next page

If you need immediate medical attention, please call 911

Cut and carry for easy reference

**How to report family medical leave:
888.84.Cigna (24462) or 866.562.8421 (Español)
Visit: myCigna.com**

Please have this information handy:

- › Your name, address, phone number, birth date, Social Security number and your date of hire, employer's name, address and phone number
- › Date of your claim and when you plan to return to work. If you're pregnant, give your expected delivery date
- › Name, address and phone number of each doctor you are seeing for this absence

Together, all the way.®



What information do I need?

Before you call or go online, please have this information handy:

- › Your name, phone number, address, birth date, Social Security number and reason for your leave
- › Employer's name, email address and phone number

What happens next?

For FML

- › You'll get correspondence from Cigna. It'll have information about your eligibility for FML and your rights under the Family Medical Leave Act (FMLA). It'll also have instructions for any paperwork you must send Cigna to have your leave approved.

What should I do when it's time to return to work?

- › Call your Cigna Leave Manager to tell them your return-to-work date.
- › Call your employer to let them know the date you'll be returning to work. If you're out of work because you have a serious health condition, please review your employee handbook for return-to-work policies.

What if I can't return to work on the date my leave is expected to end?

- › Call your Cigna leave manager to talk about the situation with your leave manager. They'll call your doctor for an update.
- › Call your employer to let them know when you plan to return to work.

What if I need more information?

Cigna has a website that provides useful information for you and your family members – from submitting a claim and what comes next, to what you need to know about FML to information that can help you manage a specific condition at work, and even how to access valuable programs offered with your plan at no additional cost to you. Please visit the website at Cigna.com/workwellness.

Questions?

Call **888.84.Cigna (24462)** or **866.562.8421** (Español). A Cigna representative is available to help you between 8:00 am and 5:00 pm CST.

