

Managing Team Member Absences

These Frequently Asked Questions (FAQs) have been created to answer some of your questions about assisting your team members in reporting absences and how to access our Absence Management Service Center online.

When should team members contact The Standard?

You should direct your team members to contact The Standard if they are absent from work, or know they will be absent from work due to any of the following 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 exigency, 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
- For leave due to a team member's own military service

How do my team members report an intermittent absence?

Team members must follow departmental call-in procedures and first contact their department Leader. Secondly, they must report absences through either The Standard's self-service phone system or the self-service web portal. Instructions for how to use this feature are included in the Team Member FAQ.

Where do team members find The Standard's contact information?

The Standard's contact information is available in the Team Member FAQ.

Who is responsible for notifying me of employee absences?

The first step in initiating a Leave of Absence is for the team member to notify you of their need to take a leave. The team member is then responsible for contacting The Standard. In addition, after initiating a request for time off under the Family Medical Leave Act (FMLA) and/or filing a claim for Short Term Disability (STD) through The Standard, you will receive an email notifying you that your team member has requested a leave of absence.

Team members are always responsible for following the normal Prisma Health absence reporting procedures and notifying you of their absences. This includes team members on Intermittent FMLA, as they are responsible for contacting both their Department Leader (per your policy) and The Standard within 3 calendar days to report their absence.

Frequently Asked Questions for Leaders



How do I know if team members' leaves of absence have been approved?

It will take approximately one week for The Standard to make a leave decision once the team member's completed claim application is received. As soon as this decision is made, you will be notified of the decision via email. In addition, you can access this information online.

How do I log in online?

Login at www.standard.com/absence

First-time users will need to create an account. A step-by-step guide on how to do this is available on the webpage.

What can I do online?

The following features are available through the website:

- Report a leave for yourself or your direct team members (this should generally be done by the team member, however, in the event the team member is unable to report their own leave, you are able to do it for them)
- View leave information and status for your direct team members
- Generate and view leave reports for your direct team members

More questions?

Call The Standard's Absence Management Service Center at 833-229-4171.