

# LEAVE MANAGEMENT

Most Outsourcing Companies  
Administer At This Service Level



01

Compliance  
Assurance

02

Hands Off  
Compliance

03

Consistent  
Call-Off

04

Total Freedom

4 Service  
Offerings

Ease

Ease Plus

Absence  
Management

Ease Plus  
with Absence  
Management



ER driven possible  
FMLA cases



IVR line and/or web  
form for FMLA  
absences



Automatic notification  
for employee call offs



All unplanned absences are reported  
through IVR and/or web form expert  
FMLA Administration

Solutions by *BASIC*



For more information about any of our services or to speak with a  
sales consultant call 800.444.1922 x 3 or visit [basiconline.com](http://basiconline.com).

BASIC COBRA

BASIC ERISA Essentials

BASIC HSA

BASIC FSA

## 01 FMLA Ease

### Compliance Assurance

*FMLA Ease is ideal for employers with 50-500 employees with low FMLA event utilization (under 10% annually).*

- Review current FMLA documentation, policies, practices and recommend revisions for compliance to federal and state FMLA
- Track state-related leave plans
- Dedicated FMLA Case Manager
- Employer identifies a potential FMLA claim and submits to BASIC via the BASIC employer portal
- BASIC determines employee FMLA eligibility
- BASIC mails employee all necessary notifications and documentation for FMLA and any employer requested material
- All mailings are sent via bulk mail certification
- Access to BASIC's proprietary employer portal to view real-time claim details by individual
- Toll-free number for employees to call regarding FMLA questions

## 02 FMLA Ease Plus

### Hands Off Compliance

*FMLA Ease Plus includes all the features of FMLA Ease, as well as:*

- Instead of employer reporting FMLA absences, the Employee calls into BASIC's 24/7 IVR system or submits a secure web form via their employee portal to report all possible FMLA absences
- Online training for supervisors and managers to safeguard against one of the most common FMLA employer compliance mistakes: failure to identify FMLA
- Wallet card with instructions for employees to report FMLA absences provided
- Custom Integrated Voice Response (IVR) script with multiple language options
- Employees receive a confirmation number to verify that they called off work
- Management of multiple employee/family member claims
- Continuous and intermittent leave management and tracking
- Call-off reports by employee, department, work group, or location are readily available by supervisors and managers (for their work group), plus administrators for the entire organization
- Managers, supervisors and HR are immediately notified of employee call-offs via email and/or employer portal
- BASIC's employer portal provides absence trend tracking used to reduce FMLA abuse

## 03 Absence Management

### Consistent Call-Off

*Standalone service to track all unplanned absences with no FMLA administration.*

- Review current absence policies and suggest standard practices
- Dedicated Case Manager
- Custom Integrated Voice Response (IVR) script with multiple language options
- Wallet card with employee absence call-off instructions provided
- Employee calls into 24/7 IVR system or submits a secure web form to report any unplanned absences, including tardies and leaving work early
- Employees receive a confirmation number to verify that they called off work
- Managers, supervisors and HR are immediately notified of all employee call-offs via email and/or employer portal
- Access to BASIC's proprietary employer portal to view real-time absences
- Call-off reports by employee, department, work group, or location are readily available by supervisors and managers (for their work group), plus administrators for the entire organization
- Provides uniform and consistent absence record keeping with proven effect and outcome on improved employee attendance at work, union grievances, unemployment claims, FMLA abuse, other LOA programs and Department of Labor claims
- Prompts and provides notification on first report of work injury and lost work time due to an existing Workers' Compensation/work related injury

## 04 Ease Plus with Absence Management

### Total Freedom

*Ease Plus with Absence Management combines the two services, giving employers a hands off experience to track all FMLA and non-FMLA absences. Additionally, this service offering provides the following:*

- BASIC determines if the call-off is a potential FMLA event, Workers' Compensation, STD or other events

