

To: VCUHS Employees Eligible for FMLA

From: Maria Curran, Vice President, Human Resources

Date: October 12, 2009

Subject: Transition of Family Medical Leave processing to Unum

We are pleased to announce that effective November 1, 2009, Unum, the company we currently use to manage both our short and long term disability plans, will also begin to manage leaves and absences associated with the Family and Medical Leave Act (FMLA).

As you know, the federal Family Medical Leave Act (FMLA) grants eligible employees up to 12 workweeks of unpaid leave for certain designated reasons. While we recognize that sending this information to you by email alone would be less costly, we are sending you this letter to share the information with your family members, as appropriate, and to make the information readily available to those employees who have difficulty accessing email at work.

Why, you ask, are we transitioning our FMLA management to Unum? We have chosen Unum to manage FMLA as well as the disability claims because they have a dedicated team of highly-trained representatives who are well-versed in short and long term disability claims management, FMLA regulations and customer service. Unum is committed to excellent customer service, and makes claims submission easy by allowing you to report a claim by telephone twenty-four hours a day; seven days a week. Unum provides this service to over 150 other clients and they have an excellent reputation in this field.

Specifically, you should call Unum if you have any absence related to the following:

- An illness or injury causing you to be incapacitated and unable to work due to this condition for three or more days
- An absence related to a chronic health condition or ongoing medical care that meets the FMLA definition of a serious health condition
- To discuss a planned medical leave or anticipated birth, adoption, or foster placement
- An absence from work to care for a parent, child, or spouse with a serious health condition or for the birth/adoption/foster care placement of a child
- To report any intermittent hours of absence for your family/medical leave
- To report an absence related to an unexpected military activation for a spouse, child or parent in the reserves
- When you are unsure if your absence, late arrival, or early departure might be covered by FMLA

A Unum representative will take your call and gather all necessary information to begin the management of the FMLA claim. If you also have short term disability and the length/reason of your absence qualifies as a STD claim, the Unum representative will initiate the STD process as well. Once all of the necessary information is gathered, Unum will review the claim data and begin appropriate case management services. If your absence is related to your own disability, a Unum Benefit Specialist will contact you to discuss in detail your disability, its anticipated treatment program, its projected duration, and potential rehabilitation and return-to-work strategies. Specific medical information unrelated to your return to work will be confidential and not shared with your manager.

The call to Unum is required if your absence is to be protected by the Family Medical Leave Act. You, your family member, or you manager may initiate this process. Keep in mind, however, that this call does not replace the call you need to make to your department to report that you will not be coming to work. You are still required to notify your department of any unplanned absences or tardiness according to department policy.

We encourage you to keep the following helpful information handy to assist you answering questions Unum may ask when you make your call.

Before You Call the Toll-Free Number

The following information may be required when you make your report or request. Please be prepared. If someone else makes the call on your behalf, he or she will need to provide this information about both the employee and the person who is ill/injured if not one and the same:

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| <ul style="list-style-type: none">• Whether you are paid by MCVH or MCVP• Policy Number (135357 & 135358)• Your name and Social Security Number (used only for identification)• Your complete address and phone number• Your date of birth• Your marital status and number of dependents• Your job title• Your supervisor's name, phone number and email address (if known)• Name and relationship of the patient if the FMLA event is not for yourself• Physician's name, address and phone number for the person that the claim is about | <ul style="list-style-type: none">• A brief description of the medical condition or injury qualifying for the claim• Date and description of injury (if applicable)• The cause of the medical condition or need for leave• The dates of the patient's first visit, the most recent visit, and the next scheduled visit with the patient's physician for this condition• Your last day worked and your first day absent from work due to this condition• The date you expect to return to work (if you know), or the actual date if you already returned to work at the time of the call. |
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We are excited to bring you this enhancement to the FMLA and Disability Claims process. Employees who have worked with Unum since July to initiate Short Term and Long Term Disability claims have reported the process to be simple and convenient. We hope that if you have reason to need this service, you will also find this to be the case. By adding FMLA reporting to Unum's leave management responsibilities, it further reduces the amount of paper work you have to do and provides an even greater level of privacy and efficiency to the FMLA process. Until November 1, continue to submit your FMLA requests to your manager initially with follow-up being provided by Employee Relations. If you have questions regarding this transition or FMLA, you may contact Employee Relations at 628-9433 for assistance. Thank you for your support during this transition.