

Follow these three easy steps when filing a claim:

**1**

Call your supervisor to report your absence.

Failure to contact your supervisor may result in a policy violation.

**2**

Call TRISTAR, toll-free, at 1-844-702-2352 or online at [wideorbit.ess-absencetracker.com](http://wideorbit.ess-absencetracker.com)

Failure to contact TRISTAR may result in delay or denial of your claim.

**3**

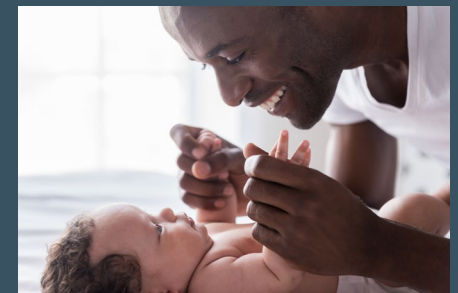
Complete and return information provided to you by TRISTAR as soon as possible.



PO Box 32363  
Long Beach, CA 90832  
1-844-702-2352  
Fax 1-562-495-6687  
Email: [icsfax@tristargroup.net](mailto:icsfax@tristargroup.net)



## Employee's Guide to Reporting a Leave of Absence



**Administered by:**



**TRISTAR**<sup>®</sup>

1-844-702-2352

## Your FMLA Benefits\*

As an employee, you may be entitled to a medical leave of absence under the Family Medical Leave Act (FMLA).

Your eligibility for FMLA leave is based upon certain guidelines and must be certified by your doctor. FMLA leave provides job protection should the need for you to take a leave of absence arise.

Employees are required to notify their employer of the need for FMLA leave due to:

- Your own serious health condition that prevents you from being able to perform your job.
- Your spouse, child or parent's serious health condition preventing you from being able to perform your job.
- The birth or adoption of your child.
- Care of a spouse, child, parent or next of kin with a serious injury or illness incurred or exacerbated within 5 years of active duty in the Armed Forces.
- Qualifying exigency arising out of the fact that a spouse, child or parent is on active duty in the Armed Forces or is deployed to a foreign country.

If the need for medical leave is foreseeable, for example, if you know you'll miss work due to scheduled surgery, please notify TRISTAR 30 days in advance.

If the need is unforeseeable, please notify TRISTAR within two (2) days of the date you become aware of the need for leave.

## Who Qualifies for FMLA?

- Employees who have been employed for 12 months or more AND
- Have worked 1,250 hours preceding the date of requested leave AND
- Have available FMLA hours AND
- Have a qualifying condition/ reason certified by a health care provider.

## What if I am not sure if I have a qualifying condition?

If you are not certain your situation would qualify, here are some general guidelines on when you should contact TRISTAR regarding FMLA:

- Having an absence of more than 3 days for medical reasons and/or family care.
- Continued absences for the same reason and/or condition.
- Continued absences for a qualifying family member.
- Multiple doctor visits and/or treatment.

## Reporting Your Absence

If you become disabled from work or if there is a need for family leave, filing a claim for Family Medical Leave (FML) is as simple as one toll-free phone call, 24 hours per day, 7 days a week to:

**1-844-702-2352** or online at  
**[wideorbit.ess-absencetracker.com](http://wideorbit.ess-absencetracker.com)**

TRISTAR'S Absence Management's Intake Specialists will ask you questions such as:

- What is your illness or injury?
- How long do you expect to be off work?
- What is the name of your doctor?

You will also be asked to sign and date the authorization to release medical information for your claim and give it to your doctor.

You will receive a packet of information you will need to complete and return to TRISTAR.

Your leave will not be approved until the information is received. Returning the information as quickly as possible will expedite your claim.

## The Claim Process

Once your claim is reported, TRISTAR will follow up with your Human Resources department, Supervisor and/or Manager to ensure timely and accurate processing.

A TRISTAR claim representative will maintain contact with you while on medical leave and assist you throughout the process.

A Nurse Case Manager may also contact you to assist in your return to work. You can expect that your claim will be handled professionally and confidentially.

\* Other specific State Leave Laws may apply.