

Leave of Absence Checklist

ALL YOU NEED TO KNOW
on your upcoming leave of absence



Dear NAM Employee,

Taking a Leave of Absence can be necessary if you need time away from work due to personal, medical, or other significant reasons. Whether you are facing a health issue, caring for a family member, managing personal matters, or addressing other important circumstances, it is important to know that you have options to take time off and that your needs will be respected. This Leave of Absence checklist is here to support you and provide clear, consistent, and comprehensive information on your next steps. We are committed to supporting you both as an employee and as managers by explaining how different types of leaves work, ensuring that you have access to the resources and information you need to make informed decisions. Our goal is to make the leave process as straightforward and transparent as possible, so you can focus on what matters most during your time away.

*Crafted with Care,
The Benefits Team*





Before you start your leave

Going out of the business? Now what?

Employees should complete the following as early as possible:

- ☑ Notify your manager and MetLife of intent to take a leave of absence.
- ☑ Confirm the type of leave (STD, FMLA, Bonding, etc).
- ☑ Submit a leave request and claim paperwork directly through MetLife. You will provide medical certification and estimated leave dates.

Understanding your pay during leave, including:

- Disability Benefits
- Company Sponsored paid and unpaid leaves
- Federal job-protected leave (FMLA)
- State-Paid and State-Protected leave programs
- Part-Time LOA

Review Benefits Coverage during Leave:

- Medical Benefits remain active while on LOA
- Employee Premium Responsibilities
 - Set up premium payments if required during leave
- Coordinate coverage handoff with manager and team
- Set an OOO message and update contact information.



While you are out on leave

Employees are responsible for monitoring and maintaining the following during their leave:

Leave and Pay Management

- Tracking claim status and respond promptly to MetLife when requested
- Submit additional documentation if requested
- Confirm approval and/or extension if leave dates change
- Review pay states – if receiving paid benefits or disability.

Benefits & Life Event Actions (important for bonding leave, family status changes, or extending leave)

- ☑ Add a new baby or dependent to benefit plan within the 30 day required timeframe
 - ☑ Download BenefitFocus/BenefitPlace on your mobile device and log in with your Pandora username and password. Company ID is pandorabenefits
 - ☑ Add new dependents to Medical, Dental, Vision
 - ☑ Adjust FSA and other contributory accounts.
 - ☑ Update Beneficiaries
 - ☑ Download new insurance ID cards through your United HealthCare app.
- ☑ Use available support programs such as:
 - ☑ Lactation support through medical provider
 - ☑ Doula and post-partum support through UHC
 - ☑ Employee Assistance Program – Modern Health
 - ☑ Caregiver resources

Communications & Compliance

- Ensure personal email is up to date in People Portal prior to going out on leave. The Benefits team will be coordinating with you through your personal email.
- Monitor personal email for HR or Benefit notices
 - Leave extension/early return
 - Change in medical status
- Avoid performing work unless explicitly approved by the Benefits Team.



Preparing to Return to Work

Employees should begin their return-to-work planning before their expected return date.

Returning to Work

- ☑ Confirm return-to-work date with the Benefits Team
- ☑ Need an Accommodation when your return? Ensure you follow the Medical Accommodation process by having your medical provider fill out a medical accommodation form prior to returning to work.
 - ☑ If you need a lactation accommodation, fill out the medical form.
 - ☑ Any additional accommodation will need to have a Medical Accommodation Form filled out, like modified or temporary hours, remote/hybrid work, etc.
- ☑ Coordinate a phased or gradual return
- ☑ Confirm system access reactivation
- ☑ Schedule a benefits check-in if needed.