



# Interactive Voice Response System (IVR) for Intermittent and Continuous Leaves of Absence



Sedgwick makes it easy to request a new leave, report an intermittent absence, or obtain the status of any open existing intermittent or continuous leave. You can also report your return to work date on any continuous leave or get answers to questions about your leave application or medical certification forms. Additionally, you may request your FMLA/CFRA balance every 30 days by speaking to an agent. **Important:** If you are eligible for PG&E's Short Term Disability (STD) or Paid Family Leave (PFL) benefits, please use the disability IVR guide on page 2.

When calling, be sure to have the 8 digit **employee ID**, which you know as your Personnel # and say or enter all leading zeros, followed by your **date of birth** to verify your identity.

Sedgwick's IVR is available 24 hours a day, 7 days a week at: **855-732-8217** select option 2 from the Main Menu.

## 1. To report a new leave

When prompted, say "**report a new leave**," or press **1**.

You will be transferred to a Service Center Representative who will ask for information related to your leave and answer any questions you may have.

## 3. To verify the status of a previously reported leave

When prompted, say "**leave status**," or press **3**.

If you are the employee, say 'yes' when prompted if the leave is for you or for a family member. If supervisor reporting is approved by your employer, supervisors should respond 'no'.

When asked, say or enter your identification information.

After successfully authenticate, the system will read the type and status of your current leave, approved start and end dates, and the reason if your leave has been denied.

## 4. To report your return to work date

When prompted, say "**return to work**" or press **4**.

You will be prompted for your actual or estimated return to work date. You will also be asked if you are returning to your same job schedule and duties. If you respond 'no', you will be transferred to a Service Center Representative who will request information about your work restrictions.

## 5. To get help with filling out paperwork

When prompted, say "**question about forms**," or press **5**. You will be transferred to a Service Center Representative who can answer questions about your leave application or medical certification forms.

## 6. To get our mailing address or fax number

When prompted, say "**contact information**," or press **6**.

Tell us whether you need our "**mailing address**" or our "**fax number**."

## 2. To add an absence to an existing intermittent leave

You can only add an absence if you have previously applied for a leave. All absences taken during a regular workday or mandatory overtime shift must be reported.

- When prompted, say "**absence**," or press **2**.
- Next you will be asked if the absence being reported is for you or a family member. Say 'yes' or press **1**, or 'no' or press **2** (*supervisor reporting*).
- We will next ask you some questions to verify your identity.
- If you only have one open leave, skip to step 5.
- If you have more than one open leave, select a leave by saying "**this one**" as they are read back to you. To hear the next leave, say "**next**."

**[Note:** You may need to listen to all leaves before selecting one to ensure you select the correct leave. If you have family leaves, you will hear the relationship of the person for which the leave is approved].

- We will ask whether this absence was due to an unplanned illness or a planned office visit. "Office visit" includes any planned absence for treatment, appointments or leave on a reduced schedule basis. When asked, simply say either "**illness**" or "**office visit**."
- Next, we will need to know the date of the absence. Say the date normally; for example, say "**July first**."
- We will ask how many hours and minutes you will be absent. Say the hours and minutes normally; for example, say "**five hours thirty minutes**."
- Once we have this information, we will read it back to ensure it is correct.
- You will be given a ten-digit confirmation number for future reference. You will need this number if you want to verify the status of your absence later.
- You will be asked if you have any more absences to report.

You are done! The absence has been recorded and will be processed by your Leave Specialist within two business days.

**Need help?** To get additional assistance or speak with a Service Center Representative at any time, Say "**Agent**" or press **0 (zero)**.

# ViaOne Express New Claim Intake for Intermittent and Continuous Leaves of Absence

Employees also have the option of filing a new intermittent or continuous leave of absence claim, short-term disability claim or paid family leave claim through ViaOne Express.

To create a new leave, disability or paid family leave request after initially logging in, from the report tab, click Your New Claim.

An intake form will prompt you for the information pertaining to the absence, illness, or injury. Required fields are indicated with an asterisk (\*)

The California specific leave types and subtypes you will find through these prompts are listed to the right. If you are unsure as to the specific leave type or subtype, try to match the circumstances of your leave to the best of your ability.

After you have reviewed, printed, and submitted the intake form, ViaOne express provides your claim or case number and further information about forms related to your leave request.

Your leave request will then be sent to an examiner who will move forward with the leave process.

Once you have completed the intake you will be able to access ViaOne Express to view the status of any existing claim, report intermittent absences and upload documents directly to your claim.

For more information about leaves of absence, disability and paid family leave benefits for which you may be eligible, and the documentation that may be required for each, please visit the Leave of Absence section under the Time Off and Accommodations page on [www.mypgebenefits.com](http://www.mypgebenefits.com).

## Leave Types and corresponding subtypes:

### California Pregnancy Disability Leave (PDL)

**Leave Type:** Employee Medical

**Subtype:** Pregnancy

### California Family Rights Act (CFRA)

**Leave Type:** Employee Medical

**Leave Type:** Family Leave

**Subtype:** Family Medical

Adoption

Foster Care

Newborn

### California School Visitation/School Conference Leave (FSPA)

**Leave Type:** School Activity Leave

**Subtype:** School Activities

School Visits

School Conference

### California Bone Marrow/Organ Donation Leave

**Leave Type:** Organ Donation

**Subtype:** Organ Donation

Bone Marrow

### California Domestic Violence (VDVA)/ Victim of Crime (VCA)

**Leave Type:** Victim Of Crime

**Subtype:** Court Proceedings

Victim of Crime

**Leave Type:** Domestic Violence, Sexual Assault,  
Stalking

**Subtype:** Medical Treatment

Safety Planning

Counseling/Advocacy Services

Judicial Proceedings

Relocation

### California Leave of Absence for Military Spouses

**Leave Type:** Family Military

**Subtype:** Family Member on Leave

### California Civil Air Patrol Leave

**Leave Type:** Emergency Services

**Subtype:** Disaster Relief

### California Disaster and Emergency Services

**Leave Type:** Emergency Services

**Subtype:** Volunteer Training

Volunteer Duty