



Absence Request Guide for Filing a Claim

Guardian Life Insurance Company of America administers all CCCU Family and Medical Leave requests and ensures protected leave setup is accurate and eligible paid leave is processed timely. If you need time off for a serious medical condition or to care for a family member, please follow the easy steps below.

2 Steps to Report your Absence:

1. Notify your manager and Human Resources of the following information
 - Start date of leave
 - Expected return to work date, if continuous
 - Estimated frequency and duration, if intermittent
2. Contact Guardian to initiate your claim:
 - Call 1-888-889-2953 (preferred method) or register on the LeavePro self-service portal: [iAM Self Service](#)
 - Claims can be filed Monday to Friday, 6:00 am – 6:00 pm PST over the phone and any time via the portal.
 - **Important:** When filing your claim, be sure to select **FMLA** when prompted. This ensures your claim is routed to the correct department. Failing to select FMLA during the claim initiation may result in delays in processing eligible benefits.

Information to Collect Prior to Initiating a Claim with Guardian:

- Group Plan Number: G-00072311
- Full Name and Address
- Phone Number and Email
- Birthdate
- Social Security Number
- Relationship, if applying for Family Leave
- Is your leave continuous, intermittent or both?

Timekeeping and Reporting Tips

- Please report planned leave at least 30 days in advance.
- Unplanned leave should be reported as soon as possible.
- If you are unable to report your absence, Guardian allows anyone to file an absence request on your behalf but will only share information with authorized individuals per HIPAA guidelines.
- While on an intermittent leave, weekly reporting is required via Paycom and Guardian.
 - Guardian Reporting is via [Leave Time Tacking Sheet attached](#).
 - Paycom reporting is completed by filling out your time card.
- Ensure your time card is up to date and you are using either PTO or unpaid Family/Medical Leave.
- Coordinate with your manager to schedule recurring appointments during non-peak days/ times to minimize disruptions, when possible.



Disability Benefits by State:

In order to receive all eligible benefits, California and Washington based employees need to apply and with both Guardian and the appropriate State benefit plan and email state approvals by clicking this [Guardian Link](#).

- Short-Term Disability (STD):
 - Benefits are provided for up to 90 days.
- Long-Term Disability (LTD):
 - Benefits begin on the 91st day after your leave starts, following the expiration of STD benefits.

Oregon based employees, Guardian requires a Leave Time Tracking Sheet to be submitted weekly for all intermittent leave. **Important: Oregon Paid Leave must be used in full-day increments.**

Washington Employees: [Paid Family & Medical Leave](#)

California Employee Medical Leave and Family Leave: [Employment Development Department: State Disability Insurance](#)

After Reporting Your Absence Request:

- You will receive a notification packet from Guardian within one week that summarizes your requested leave dates, eligible benefits, and any required forms.
- Certification Forms:
 - Complete and submit the certification forms from your physician to Guardian.
 - If Guardian has received a release of information, they will contact your healthcare provider directly for medical certification. However, Guardian will not contact a family member's healthcare provider. Employees are responsible for contacting their family member's provider and submitting the completed medical certification directly to Guardian. **Important: Do not use forms from the internet, as this will delay the processing of your leave determination. Use forms provided to you by Guardian.**
- Leave Determination: Once Guardian receives all required information, they will make a determination within 5 business days. If any information is missing, you will be contacted and given 7 additional days to provide the necessary details. This communication is between you and Guardian and Human Resources is not involved.

What to Expect If Your Absence Request Is Approved:

Guardian will send you a determination letter, which will include:

- Approved leave dates
- Status of applicable leave plans
- Amount of leave time used and remaining
- Next steps or any required actions

While You're on Leave:

- Guardian may contact you, your employer, or your physician, with a release of information for any missing information.
- If you cannot return to work when your leave ends, notify Guardian and your employer.
- Check the status of your leave anytime via the [iAM Self Service](#) portal.



Return to Work:

- Human Resources may reach out to you 10-14 business days before your expected return to work.
- Confirm your estimated return date within 5-7 business days of this communication.
- If you are returning from medical leave, you will be required to provide a return-to-work note from your healthcare provider that includes:
 - The date you may return to work
 - A statement of No Restrictions, or any restrictions you have and the estimated timeframe of the restrictions
- The return-to-work note must be uploaded into Paycom under Return to Work Note before your return-to-work date.
- If you provide a note with restrictions on the day you return, we cannot guarantee that work will be available that meets your restrictions, and you may be sent home without pay.

Paying your CCCU Benefit Premiums While on Leave:

While on leave, you are responsible for timely payments of your benefits premiums.

Please mail a check for your monthly premiums in the amount of HR TO PROVIDE ONCE APPROVED to:

Consolidated Community Credit Union C/O Human Resources
1033 NE 6th Ave
Portland, OR 97232

If you would like to pay your benefits in another way, please contact humanresources@consolidatedccu.com

By initiating a leave with Guardian, and failing to return to work, you authorize CCCU to deduct owed benefit premiums from your final paycheck, including any unused accrued PTO.

Americans with Disabilities Act (ADA) Requests:

- To request a workplace accommodation under the ADA, please call Guardian at -888-889-2953.
- ADA decisions are independent of FMLA leave determinations, although FMLA information may be used when applicable.
- If you are ineligible for or have exhausted federal and state protected leave, the Guardian system will automatically initiate ADA benefits and send the required forms.
- All ADA determinations are dependent on the CCCU interactive process.

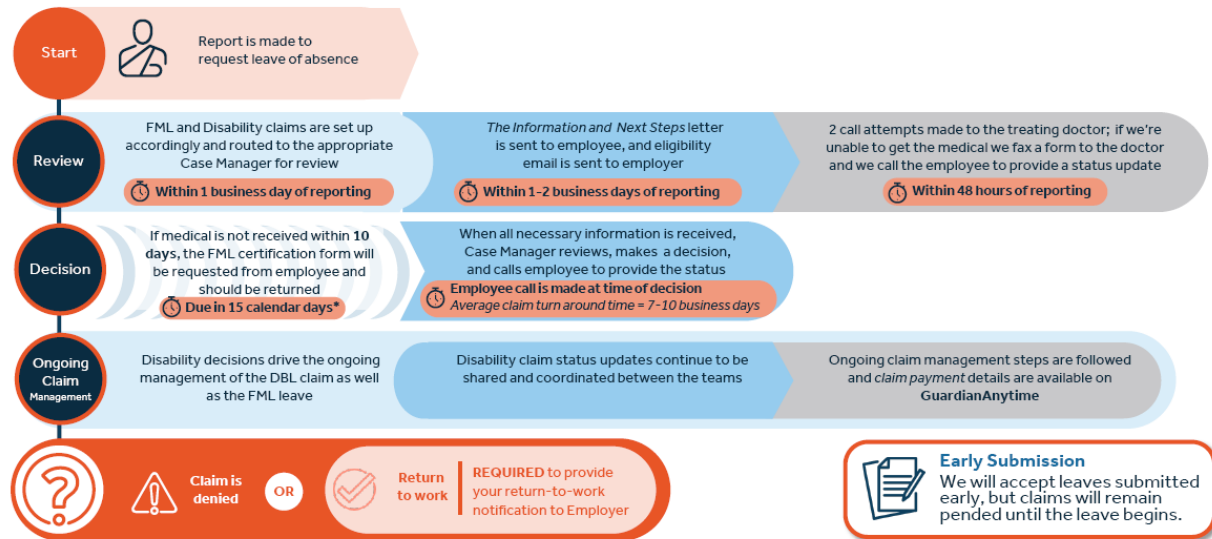
LeavePro Self Service Demo Videos

Below are training videos on how to navigate the FML Self-Service Web Portal:

- Intro Module: <https://glic.wistia.com/medias/mea2qex38a>
- Module 1 (New User Registration): <https://glic.wistia.com/medias/f2j1t5upy5>
- Module 2 (Self Service Functionality): <https://glic.wistia.com/medias/tptlrwhcjin>

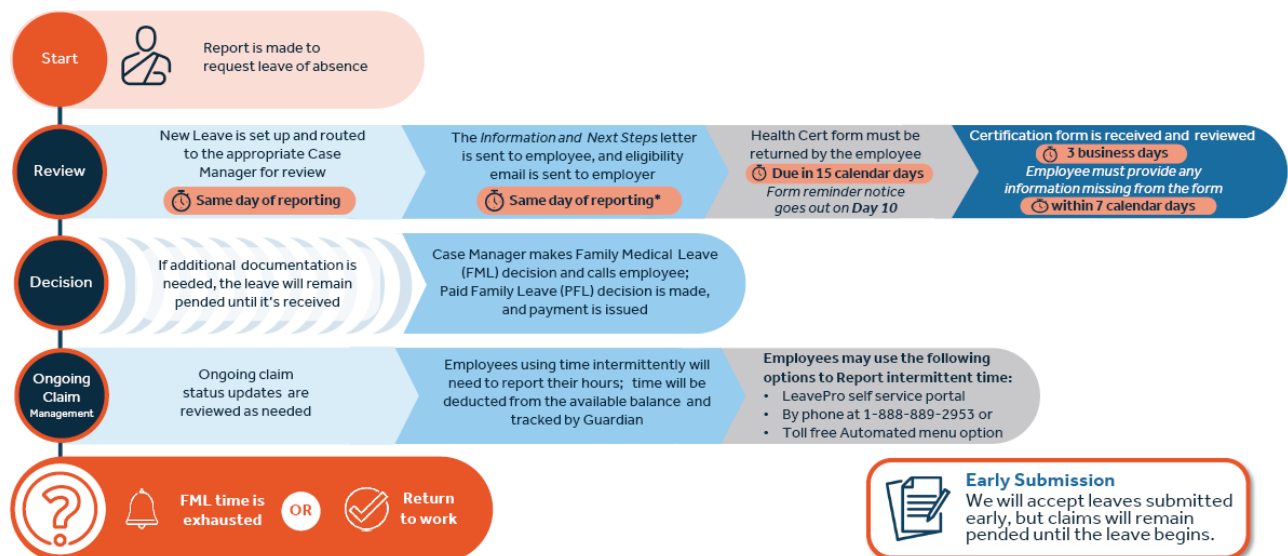


Employee's Own Health Claim Process



Guardian® * Calendar days from receipt of the letter

Family Leave Claim Process



Guardian® *When claim is filed telephonically