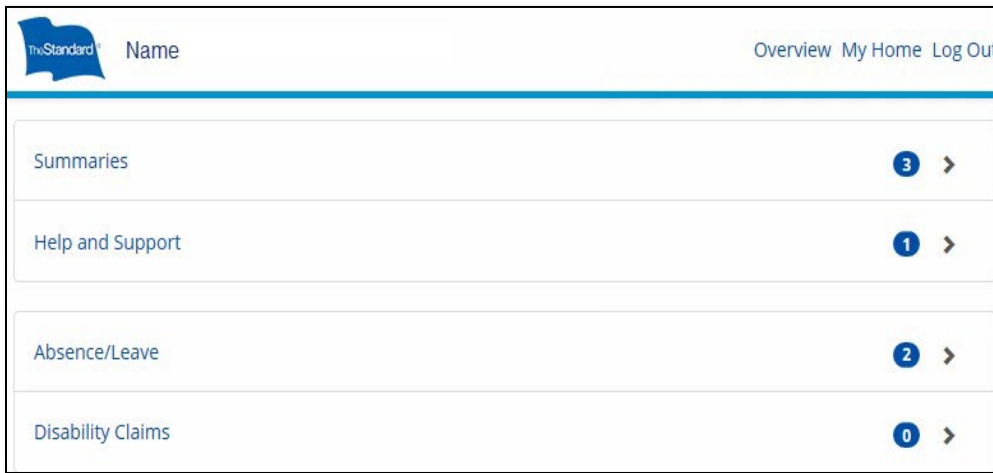# Absence Management Self-Service Guide

Employee Landing Page

Web Portal URL: www.standard.com/absence

If you are an employee, after login you will see your landing page. From your landing page you can generate reports, review your leave activity, create a new leave, and add time to open leaves.

To return to your landing page select Overview.

You access different information by selecting the portlet you want:
- ✓ Summaries
- ✓ Help and Support
- ✓ Absence/Leave
- ✓ Disability Claims

From your landing page you can review your leave balance by leave policy in:

Absence/Leave Time Summary

Each leave policy balance is color coded. The policy balance legend is captured in each policy.

Summaries

In the summaries portlet, there are three options:

Dashboard

Gives a color coded calendar overview of absences. You have the ability to view intermittent, continuous and reduced schedule absences for your leaves. This view gives a great snapshot view of your absences during a particular week or month. Information can be viewed by selecting the:

- ✓ Status views
- ✓ Different leave types
- ✓ More or less weeks

Summary of Absence/Leave Dataset

A summary of absences by case #. This dataset provides key information such as: the start date, the end date, absence status, and anticipated return to work date. **Data can be filtered** and you can download to Excel by selecting EXPORT AS CSV

Detailed Absence/Leave Dataset

A detailed breakdown of absences by case # and absences taken. This dataset provides key information such as: the certification start date, the certification end date, the intermittent frequency and duration, absences taken for continuous and intermittent leaves. **Data is searchable, can be filtered** and downloaded to Excel by selecting **EXPORT AS CSV**

Help

If you have questions about a leave/claim or need assistance using the portal, please contact us:

- ➢ **Email: absence@standard.com**
- ➢ **Phone: (866) 756-8116**

From the Absence/Leave portlet, you view and perform leave of absence activity e.g. initiate a New Absence case, Add Absences to your current leave, and check on your Absence Case status by selecting the appropriate function:

New Leave/Claim

Initiate a new **Absence Case** by clicking the plus (+) symbol, choose the reason for leave, answer the series of questions, read the closing script, enter in pertinent information in NOTES then select CREATE CLAIM.

If you are adding an absence or extending a leave, please see step below instead of creating a new leave.

If you are requesting an Oregon mildly ill child leave, select "non serious health condition" during intake.

NEW ABSENCE/LEAVE CLAIM

Absence/Leave AC-18-001234	Employees Own Illness or Injury
Open	Continuous
Wed, May 2, 2018	Tue, Jun 12, 2018
6 weeks	

Absence/Leave AC-17-004321	Employees Own Illness or Injury
Closed	Continuous
Fri, Feb 3, 2017	Sun, Feb 26, 2017
3 weeks 1 day	

When you select the Absence Case you want to review, you can view the information in greater detail and do the following:

You access different information by selecting the portlet you want:
- ✓ Add time to leaves
- ✓ Report return to work for continuous leaves
- ✓ Review date summary
- ✓ Review date details
- ✓ Verify if certifications received

ADD TIME / RETURN TO WORK

AC-18-012345

Reason	Employees Own Illness or Injury
Leave Type	Continuous
Status	Open
Created	Fri, Nov 16, 2018
Return to Work	
Related	C-2018-1206735

Dates Summary

Mon, Nov 19, 2018 — Thu, Jan 31, 2019

6 weeks / 4.80 weeks

Start	End	Duration	Status
Mon, Nov 19, 2018	Sun, Dec 30, 2018	6 weeks	Approved
Mon, Dec 31, 2018	Thu, Jan 31, 2019	4.80 weeks	

Dates Detail

Federal FMLA — Regulations
Continuous

Start	End	Duration	Status
Mon, Dec 31, 2018	Thu, Jan 31, 2019	4.80 weeks	Denied
Mon, Nov 19, 2018	Sun, Dec 30, 2018	6 weeks	Approved

Oregon Family — Regulations
Continuous

Start	End	Duration	Status
Mon, Dec 31, 2018	Thu, Jan 31, 2019	4.80 weeks	Denied
Mon, Nov 19, 2018	Sun, Dec 30, 2018	6 weeks	Approved

Certifications Received ①

Type	Required By	Received	Status
Attending Physician's Statement	Tue, Dec 4, 2018		Approved

The Date Summary and Dates Detail statuses are color coded so you can easily identify:

- 🟩 Approved
- 🟧 Pending
- 🟥 Denied

Absence AC-1_____ - Add Time

From
01/29/2020
Wed, Jan 29, 2020

To
01/29/2020 ①
Wed, Jan 29, 2020

for [8] hours

and [0] minutes each day
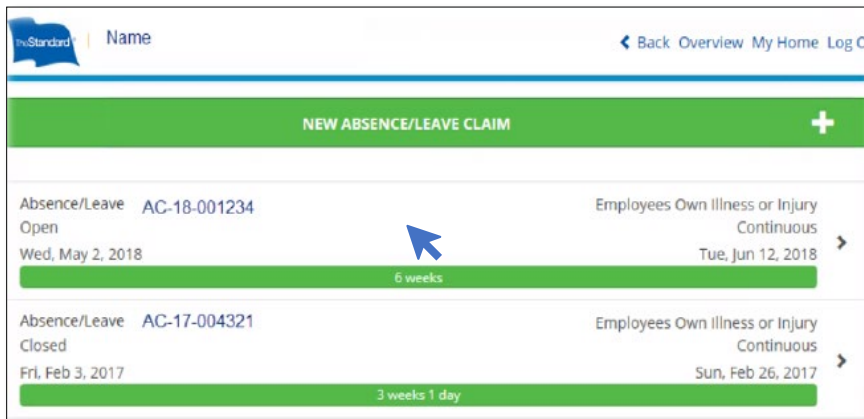
for reason [None]
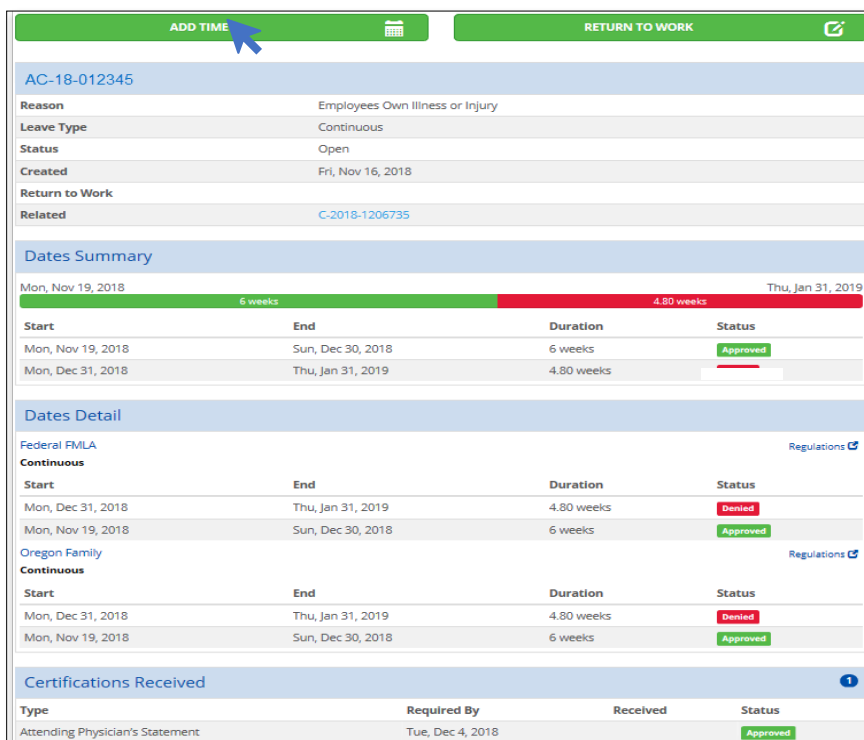Selection required

Cancel	SAVE

Adding time to an existing leave

To add time to an existing leave, after you select the leave number (as shown above), select the Add Time button. Complete the Add Time fields and drop-down menus and select Save when done.

Disability Claims

You can view Disability Claim status from the Disability Claim portlet by selecting the Disability Claim you want to view:

Disability C-2018-112233 Open 123456		Short Term Disability >
Disability C-2017-012345 Closed		Short Term Disability >

After selecting the Claim you can view the information in greater detail:

- ✓ Claim Type
- ✓ Status
- ✓ Related Absence Case

Review the Claim details here:

- ✓ Decision Status
- ✓ Decision Reason
- ✓ Key Dates
- ✓ Benefit Detail

Disability C-2018-112233

Policy	123456
Type	Short Term Disability
Status	Open
Created	Sat, Apr 21, 2018
Related	AC-18-001234

00XX0000 (Short Term Disability)

Status	Approved
Decision Reason	Updated Medical Needed
Approved Certified Through	Tue, Jun 12, 2018
Benefit Start	Wed, May 9, 2018
Benefit Through	Tue, Jun 12, 2018
Last Worked	Tue, May 1, 2018
Date of Disability	Wed, May 2, 2018

Disability C-2018-112233

Policy	123456
Type	Short Term Disability
Status	Open
Created	Sat, Apr 21, 2018
Related	AC-18-001234

You can access the associated Absence Case or Disability Claim by selecting the

Related Absence Case

or

Disability Claim

ADD TIME 📅	RETURN TO WORK ☑

Absence/Leave

Reason	Employees Own Illness or Injury
Leave Type	Continuous
Status	Open
Created	Sat, Apr 21, 2018
Return to Work	
Related	C-2018-1163913