

# DMO Disability Management Processes

## INTRODUCTION

Effective April 9, 2012, the Disability Management Office (DMO) located in the Civil Service Commission assumed responsibility for handling FMLA, medical, and parental leaves of absence, and worker's compensation claims. The MI HR Service Center phone number serves as the general number for the DMO; that number is **1-877-766-6447**. First time callers should select option 2, then option 2 again to obtain information on how to 1) file a claim, 2) contact the DMO or any of its partnering service agencies, such as the Employee Benefits Division, York Risk Services Group, and MI-HR and, if desired, 3) directly locate information and forms on the DMO website without having to speak to an agent. Callers with an existing claim can talk to a representative by selecting option 2, then option 1. This process is expected to meet employees' needs in relation to contacting the DMO while allowing the DMO representatives more time to actively work on processing requests and claims.

The following information applies only to leaves handled by the DMO. For information on other leave types, see the [LARA OHR Leave of Absence website](#). Supervisors should continue to contact LARA Labor Relations when an employee fails to call in or report to work to discuss appropriate action.

Represented employees should refer to their collective bargaining agreement for specific entitlement information. If provisions of the applicable collective bargaining agreement differ from any information contained in this document, the provisions of the collective bargaining agreement will apply.

## GENERAL INFORMATION

Information about disability management processes handled by the DMO is available from the [DMO website](#). We recommend that you read the [Leaves of Absence General Information](#) document published by the DMO.

The [contact listing](#) for the Disability Management Office (DMO) is on the LARA OHR website under the Leave of Absence and Worker's Compensation tabs.

Until the DMO has provided notification to the employee regarding approval of their leave request, it is the employee's responsibility to keep their supervisor informed of

their absence and advise them of what leave time they wish to use and/or freeze. Employees must continue to follow all work area call in procedures and submit requests for time off or let their supervisor know of their absence until their leave request is officially approved by the DMO. If the employee does not call in as required, the supervisor should contact their OHR Labor Relations Representative to discuss options. The DMO will communicate directly with the employee and the employee's immediate supervisor; LARA OHR will be cc'd on correspondence. OHR will forward DMO notifications to the appropriate bureau liaison, as necessary. The LARA Office of Human Resources (OHR) LOA Liaison may be contacted by supervisors regarding issues that they have been unable to resolve with the DMO; contact information for the LOA Liaison can be found [here](#).

## **NOTIFICATION OF NEED FOR LEAVE**

### Employee

An employee must contact the DMO 30 days in advance, or as soon as is practicable, of any anticipated absence of 5 or more days for a medical or parental leave or other [FMLA qualifying absence](#). The DMO will send necessary paperwork or otherwise direct the employee.

At the time of notification to the DMO, the employee must also provide notification to the supervisor of the upcoming leave. Additionally, **once the employee is off work, they must follow normal work area call in procedures and advise the supervisor of how they want their leave credits used until the employee, supervisor, and OHR have received notification from the DMO that the employee's leave request has been approved.** Also, until the leave approval notification is received, DCDS should reflect the use of appropriate leave credits for the employee's absences. Note that employees are required to exhaust sick leave credits before going on unpaid leave for personal medical related absences.

### Supervisor

Supervisors are required to notify the DMO whenever an employee calls in for 5 or more days for a medical or other [FMLA qualifying reason](#). Additionally, the supervisor should notify the DMO immediately whenever an employee calls in ill and the supervisor knows that the reason given could be an FMLA qualifying event and that the employee likely will be absent from work for five or more days. While approval of the leave is pending, the employee must continue to follow call in procedures and the supervisor should approve normal sick leave use, if appropriate. It is the responsibility of the supervisor to ensure the time sheet is completed correctly until the employee is off payroll.

Whenever the employee is out for illness related reasons for 5 or more days and/or they exhaust their leave credits, the supervisor should advise the EMPLOYEE that they must contact the DMO to request an FMLA or other appropriate leave, if they haven't already done so.

#### Office of Human Resources

Unless previous notification of leave was received from the DMO, OHR staff processing payroll must notify the DMO via e-mail when an employee enters sick leave usage of 5 or more consecutive days on their timesheet, or if sick leave is exhausted and lost time is recorded.

### **MEDICAL DOCUMENTATION**

Employees should provide all leave related medical documentation directly to the DMO. Any leave related medical information that may come into the possession of the supervisor must be immediately forwarded to the DMO.

Doctor's excuses for absences of less than 5 consecutive work days (and not associated with a leave of absence) should be forwarded to LARA OHR.

### **ACTIONS AFTER LEAVE REQUEST AND SUPPORTING DOCUMENTATION IS RECEIVED BY DMO**

Following receipt of medical documentation, the DMO will send approval/denial of the FMLA, medical or parental leave request to the employee with a copy to the immediate supervisor and LARA OHR. This letter will include information about what leave credits the employee requested to use and/or freeze. OHR will immediately relay the email to the bureau liaison.

If the leave request is approved as FMLA, the DMO will start the FMLA counter in HRMN so FMLA hours usage can be tracked in DCDS. The supervisor must then ensure that the appropriate "FM" hours types are utilized in DCDS until the employee goes off payroll, exhausts their FMLA entitlement, or returns to work. If the counter is being started late, the DMO will manually update in HRMN the FMLA hours already used. Once the employee is no longer using leave credits and has been placed in leave of absence status in HRMN, the DMO will update the FMLA hours manually, as necessary.

If the employee has exhausted or doesn't qualify for FMLA, the DMO will check for other entitlements. If the employee has another entitlement, the DMO will send the employee

an approval letter, denying the leave under FMLA, but approving based on the applicable contractual or CS Regulation entitlement.

Once the employee exhausts all sick leave and any other leave credits they requested to use, the DMO will place them on a leave of absence in HRMN, notify the Employee Benefits Division (EBD) and send a COBRA form to the employee; the employee must complete and send the COBRA form to EBD if they wish to continue any insurance coverage(s). Employees enrolled in LTD should contact York Risk Services Group at this time to initiate an LTD claim.

If the employee does not submit required documentation, the DMO will alert the LARA Labor Relations Office of the possible need to send an "Absence Without Leave" (AWOL) letter to the employee. If appropriate, LARA Labor Relations will send the AWOL letter to the employee, with a copy to the DMO and supervisor.

### **INTERMITTENT FMLA**

When an employee is approved for intermittent FMLA, the DMO will inform the supervisor of the FMLA, including approved frequency of absences and other necessary information. The employee must inform their supervisor when an absence is FMLA related, and utilize the FMLA hours types for those absences in DCDS. If the reason for an employee's absence is not related to their approved FMLA intermittent leave, the time sheet should reflect SKLV or other appropriate leave credits.

### **EXTENSION OF MEDICAL LEAVE WITH OR WITHOUT FMLA**

Upon receipt of new medical documentation extending a leave, within one business day the DMO will send a letter to the employee approving the leave extension, with a 'cc' to the supervisor and OHR. OHR will immediately forward the notice to the bureau liaison. The DMO will process the leave extension in HRMN.

If an employee doesn't return to work on the date stated on the current medical and they haven't submitted new medical extending their leave, the DMO will send an email to LARA Labor Relations requesting an Absent Without Leave (AWOL) letter be sent. The e-mail will include the employee's name and ID number and the date the employee should have returned to work or provided new medical.

If appropriate, LARA Labor Relations will send an AWOL letter to the employee and 'cc' the DMO. If the employee doesn't return to work or provide new medical within the allotted timeframe, LARA OHR will process an involuntary separation. The DMO must

immediately notify labor relations if they receive anything in the interim that authorizes the employee's continued absence from work.

## **RETURN TO WORK FROM APPROVED FMLA OR OTHER LEAVE WITH RELEASE TO REGULAR DUTIES**

The employee must provide a medical release to the DMO before they will be allowed to return. This return to work statement should be provided at least one business day prior to the return to work date. If the employee provides this statement to the supervisor, the supervisor should notify the DMO of the receipt of the return to work document, and immediately forward it to the DMO.

If the employee provides the statement to the DMO, the DMO will alert the supervisor within one business day, with a 'cc' to LARA OHR. OHR will relay the information to the bureau liaison.

If the employee reports to work without a release, and the supervisor was not previously notified by the DMO that the employee would be returning, the supervisor must contact the DMO to see if the necessary release was provided to them. If not, the supervisor must send the employee home and may not allow them to work. In these situations, the employee may not be paid for any hours prior to the time the required return to work statement is provided.

If the employee does NOT return by 5 pm on their designated return-to-work day (as noted in the approval letter) the supervisor must alert the DMO immediately. The DMO then requests additional information from the employee and/or alerts LARA Labor Relations of the possible need for an AWOL letter.

## **RETURN TO WORK FROM APPROVED FMLA OR OTHER LEAVE WITH RESTRICTIONS**

If the doctor returns the employee to work with temporary restrictions, the DMO asks that the employee submit the medical information to them 10 days prior to the return date. The DMO will then send the restrictions to the LARA OHR and the immediate supervisor. The supervisor and OHR will review the information in relation to the responsibilities of the employees position, determine if the imposed restrictions can be accommodated, and provide notification of the decision to the DMO. The DMO and/or supervisor will then notify the employee of the determination and, if appropriate, the date that the employee should report to work.

If the employee returns to work prior to authorization from the DMO and/or supervisor, the employee must be sent home. They will be contacted either by the DMO, work area, or both upon review and approval/denial of their return with restrictions.

The supervisor should keep their bureau liaison informed regarding the employee's return.

## **DENIAL OF FMLA OR UNPAID MEDICAL LEAVE OF ABSENCE**

If the DMO determines that the employee has exhausted or doesn't qualify for FMLA leave, the DMO checks for other entitlements. If the employee has exhausted all of their applicable contractual or CS Regulation entitlements, the DMO will send the employee a denial/options letter with a copy to the supervisor and LARA OHR. LARA OHR will immediately forward the e-mail to the bureau liaison and the Labor Relations Representative. The DMO will provide in the denial letter leave credit usage information, according to what the employee requests to use and/or freeze.

If the employee exhausts all sick and other requested and approved leave credits and does not return to work; the DMO processes their options choice and sends COBRA form to the employee. If the options letter was not returned, the DMO processes a medical layoff if the employee is entitled. If not eligible for a medical layoff, the DMO notifies LARA OHR to process a separation.

## **MEDICAL LAYOFF**

The DMO processes all medical layoffs. LARA OHR monitors the expiration date report and process separations when the medical layoffs expire.

## **DMO HRMN RESPONSIBILITIES**

The DMO will perform the following actions in HRMN:

- Activate and update FMLA counters, as necessary.
- Process all initial requests for and extensions of FMLA, medical and parental leaves of absence.
- Process all returns from leave of absence.
- Monitor the FMLA expiration date report, removing all expired FMLA hours. Also, this report should be used as a check and balance for leave of absence extension processing as it shows anyone currently in leave status with an expired date.

- Process all medical layoffs.

## **ANNUAL LEAVE DONATIONS**

Annual Leave Donation requests are processed through LARA OHR. OHR notifies the DMO of approved annual leave donation requests.

## **WORKERS COMPENSATION PROCESS**

Employees will continue to file workers compensation claims through their designated bureau liaison or supervisor. Employees should complete and provide to their supervisor an [Accident/Illness Report](#) within 24 hours of the illness/injury. If an employee is incapacitated and cannot complete the form, the employee or their designee must notify the supervisor, who will then complete the form for the employee. The supervisor must fax the completed form to the DMO at 517-241-9926 or e-mail it to [MCSC-DMO@michigan.gov](mailto:MCSC-DMO@michigan.gov).

The DMO will contact the supervisor and/or employee to obtain any additional necessary information related to the worker's compensation claim.

When an employee is injured on the job, they are to be sent to an authorized clinic; administrative leave is approved for the time it takes to visit the clinic. If the employee is put off work by the clinic, they are given administrative leave for the remainder of the day of injury. The employee must utilize sick leave credits for any subsequent time used.

The list of authorized clinics is found on the [DMO Intranet](#). If the employee does not go to an authorized clinic, their worker's comp claim and payment for treatment could be contested.

Employees would typically be sent to an authorized clinic in the vicinity of where the injury or illness occurred. However, an employee may also go to an authorized clinic in the area where they live. To not delay treatment in an emergency situation, if there is no clinic in either the locale of the injury or the employee's home, it is permissible to send the employee to an occupational/industrial clinic or an urgent care facility that is not on the authorized clinic list.

## TIME ENTRY INFORMATION

When an employee is off work due to their own medical condition, sick leave must be exhausted before going on an unpaid leave.

Employees may not use partial leave credits daily to supplement LTD payments (i.e. may not use 2.6 hours per day to bring employee up to full pay).

When an employee is on a Family Care Leave, sick leave hours must be reduced to 80 hours or less before going on unpaid leave.

Sick leave may not be utilized by an employee while on Parental Leave.

Plan A hours may not be utilized during a leave of absence.

Use of annual, deferred, BLT, and comp hours are at the discretion of the employee. If the employee does not notify the supervisor and/or timekeeper of how they want time used, all hours (except sick leave, when required) will be frozen.

Once an employee's request for leave has been approved, a comment in DCDS is not required. However a comment is necessary when an employee is approved for intermittent FMLA leave for more than one reason, to clarify the reason for the leave.

Employees on an approved FMLA leave must use the appropriate "FM" hours types in DCDS until they go off payroll and have been placed in "inactive" status in HRMN. The employee's FMLA hours counter in DCDS should not exceed 480 hours (see total hours used during current eligibility period in DCDS on the Emp Info screen, Leave Balance tab).

Do <u>not</u> use these hours type for FMLA-related absences	<u>Use</u> these hours types for approved FMLA-related absences
SKLV	FMSL (FM, sick leave)
ANLV	FMAL (FM, annual leave)
LOST	FMLA (FM, lost hours); using no leave hours/no pay; must exhaust sick leave first
HOL	FMHL (FM, qualify for paid Holiday)
BLTU	FMBL (FM, banked leave time)
CMPU	FMCM (FM, comp time)
DH81	FMD1 (FM, 1981 deferred hours)
DH82	FMD2 (FM, 1982 deferred hours)

## CONTACT INFORMATION

**DMO Telephone Number: 877-766-6447**

**DMO Fax Number: 517-241-9926**

**Email: [MCSC-DMO@michigan.gov](mailto:MCSC-DMO@michigan.gov)**

**DMO Website: [www.michigan.gov/dmo](http://www.michigan.gov/dmo)**

**[DMO Leave of Absence General Information](#)**

**York Risk Services Group: 800-324-9901**