Absence management

Lincoln Absence management services focus on helping employers manage the health and productivity of their workforce by providing complete, clinically-based absence management outsourcing solutions. A team of dedicated absence management experts help employers navigate the rules and manage the process associated with federal, state, local, and company leaves of absence. We simplify what can be a very complicated administrative challenge, helping to control the impact and cost of absences, integrate the overlapping polices involved in different types of leave, and manage the regulatory and compliance risks.

An industry leader for disability insurance, we leverage our expertise in disability management to offer a seamless absence experience for you and your employees. Our consultative design provides:

- Fully-integrated management of federal Family Medical Leave Act (FMLA-FML) leave; short-term disability (STD); when applicable, New York State Disability and Paid Family Leave (PFL); New Jersey State Disability; approximately 120 state-mandated leaves for private employers; and company-specific leaves, such as jury duty, bereavement, or military.
- Industry-leading integrated approach, including the assignment of a single claims examiner to each STD-FML concurrent absence for holistic, end-to-end management.
- A hassle-free, single-source absence and disability reporting process, plus integrated STD and absence communications for both employers and employees.
- A step-by-step, consultative implementation experience with a dedicated absence implementation specialist.
- Web-based administrator access to robust, 24/7 integrated reporting features, plus a convenient mobile application for employees and employers to perform a variety of self-service functions, including reporting a new leave or intermittent absence.

Absence management fees

Absence Management Fees			
Option:	1	Class:	1
Estimated number of active lives:	414	Base Per Employee Per Month Fee	$1.25
Rate Guarantee:	36 months	Federal FMLA	Included in base fee
Effective Date:	01/01/2027	Approx. 120 State Leaves	Included in base fee
		FMLA tracking concurrent with Workers' Compensation	Included in base fee (requires additional, ongoing data reporting of WC information to Lincoln)
		Administration of takeover Leaves	$125 per takeover absence (requires use of Lincoln standard file layout)
		12–24 mo. historical data upload	Included in base fee (requires use of Lincoln standard file layout)
		Up to five standard company leaves of absence	Included in base fee
		Group administrator licenses	2 included in base fee
		Additional group administrator licenses	$55 per user license, per month
		Total PEPM (Base Fee):	$1.25
		Custom programming	$225/hour
		Second and third opinions	At cost

Pricing assumptions

- An estimated implementation (effective) date is shown above, requiring a minimum of 120 days for implementation; however, the actual implementation date is variable, pending completion of the implementation plan.
- Company leaves of absence included in the base PEPM are subject to review and may incur additional charges if Lincoln determines custom programming is required. Please provide your sales contact with copies of the actual company leave of absence policies for verification.
- Lincoln provides a standard historical and takeover data file specification layout that must be used when providing this information. Data not supplied in this format may incur custom programming charges.
- Total PEPM shown is based on number of estimated lives. Monthly PEPM fees will be determined using the number of non-terminated employees in the absence database, as updated by the client's regularly delivered and standardly formatted eligibility file.
- If an employer initiates the implementation process and then decides to discontinue the process after Lincoln receives the initial test eligibility file, but prior to the employer receiving services, Lincoln will invoice the employer a one-time, $5,000 recovery fee for associated implementation costs.
- Quoted fees are effective for 90 days from the date shown on the proposal and subject to change, depending on the client's final requirements.
- We make absence management available to employers that have both short-term disability, as applicable, and long-term disability benefits through Lincoln Financial Group.

Absence management services overview

Lincoln offers private employers a sophisticated, outsourced absence management solution that provides end-to-end administration of the entire process. Our program simplifies absence administration for employers and employees. Here's how it works:

- **Integrated intake:** Covered absences, including federal, state, company, and STD, as well as New York State Disability and Paid Family Leave (PFL) and New Jersey state Disability, when applicable, are reported through our centralized telephonic intake or through a web-based, easy to use, self-service portal that is available 24/7. At the close of intake, we offer a transfer to your Employee Assistance Program vendor.
- **Real-time eligibility:** Intake representatives capture all required information and provide employees and managers with a real-time eligibility determination for the employee's absence.
- **Company-specific communication insert:** Custom information can be included in your employee's initial absence packet to convey your company's unique policies, instructions, and benefits. This packet, plus easy-to-read email notifications for employees and managers, is automated based on the plans and policies for which the employee is eligible.
- **Single claims examiner:** Concurrent STD, FML, NY and NJ state disability, and NY PFL claims are handled by a single claims examiner, and determinations are coordinated wherein STD approval also serves as FML approval, when appropriate. A single medical certification is obtained and evaluated based on documentation provided by the employee's healthcare provider.
- **Real-time status updates:** Automated email communications (and mail, when appropriate) provide timely updates to both employees and employers on key absence milestones, including eligibility, determination, extension requests, leave exhaustion and more.
- **Clinical support:** Dedicated absence clinical staff provides additional support in the form of clinical case reviews, physician outreach, as well as second and third opinion recommendations and coordination.
- **Return-to-work confirmation:** Employees will receive a call approximately seven days in advance of their anticipated return-to-work date for verification, with a written confirmation to both the employee and employer.
- **Workers' Compensation concurrent tracking:** Work-related FML can also be tracked concurrently with a Workers' Compensation claim for as long as the FML remains open (this feature requires ongoing, additional data from your Workers' Compensation carrier).
- **Additional options for your organization:** Married couple rule, key employee provisions, and intermittent leave is tracked down to the smallest increment of your other absence policies.
- **History and takeover of open leaves:** Two options are available to clients when transitioning their leave of absence program to Lincoln. We can incorporate your employees' historical leave time taken over the last 12 to 24 months, depending on state requirements, as well as take over administration of absences that are currently open. Or, if you do not elect to provide historical data, then we will provide takeover administration for open leaves only and all employees will begin with a "clean slate," meaning any leave data prior to the effective date will not be considered and will therefore not be incorporated into future employee decisions or entitlements.
- **Integrated real-time operational reports and information:** Employers have access to a comprehensive, real-time suite of reports that provide a 360° view of employee absences, including STD, NY and NJ state disability and NY PFL and are available 24/7 via self-service web functions.
- **Web-based compliance information:** Compliance information is incorporated into the system to help ensure adherence to all state and federal regulations. In addition, you are regularly notified of regulatory changes that may affect your absence management program.

This is not an exact list; additional services may be found in the administrative services agreement and may vary by state.

Cutting-edge technology

Lincoln understands that keeping up with an ever-changing regulatory landscape and ensuring you and your employees have access to information when and how you need it are top priorities. Our flexible absence administration system is designed to accommodate your unique plans and operational needs by:

- Providing employers and employees with a convenient mobile application with 24/7 access to report new absences, check the status of existing absences, view correspondence, add intermittent time, run summary reports, and report a return to work.
- Supporting supervisors with access to absence-detail reporting on their employees, plus a unique, color-coded calendar-month view displaying employee absence durations.

On-demand reporting and information

We also provide group administrators with portal access to enterprise dashboards and reports, which can be run with a variety of flexible filters. Typical reports include:

- New Absence Notification Detail
- Absence Claim Detail
- Intermittent Absence Detail
- Approved Lost Time Summary
- Return to Work Summary
- Absence Reason Summary
- Lost Time by Absence Type

Options to meet your company needs

In addition, Lincoln supports your integrated absence management program with options to meet your evolving needs. These options include:

Company leave of absence administration

We support a wide range of employer-specific absence types, such as jury duty, bereavement, military leave (USERRA), non-FMLA medical leave, personal leave and more. These are custom configured based on your company's specific policies and are administered concurrently with state or federal leave plans, if applicable. Up to five company leaves of absence are included in the base fee.

Paid family leave and paid medical leave tracking

An increasing number of states have implemented paid family leave and in some cases paid family and medical leave laws. If you allow the state to handle paid family and medical leave requests and payments, we can offer tracking and reporting on these absences. After the employee contacts the state and completes all required paperwork, the state determination can be provided to Lincoln in order to track the employee's paid family leave and paid medical leave time in conjunction with all other approved plans. This provides all parties with a holistic view of all applicable absence types and approved dates, plus a return-to-work time frame for enhanced communication and workforce management planning. This tracking service is currently available for California, Connecticut, Washington, New Jersey, Massachusetts, Colorado, Oregon, Maine, Minnesota and Delaware