



Absence Request Guide for Filing a Claim

Reporting an absence

You may initiate your leave request claim through one of the following channels:

- **Online:** Go to <https://login.guardianlife.com/> to sign in or register for a Guardian Anytime account. Once logged in, click "Start a claim" and select "Absence" to begin your request.
- **Telephone:** 888-889-2953

When should you report an absence?

- Report your absence as soon as you know you will be out of work.
- Anyone can provide the details to file an absence on your behalf. If a request is received, an eligibility packet will be sent to you to confirm the request.
 - Guardian will not share any member, benefit, or absence information to any individual without a HIPAA authorization on file from the member.
- Planned FMLA leave requests must be reported to Guardian with 30 days advance notice.
- Unplanned or unexpected FMLA leave requests must be reported as soon as possible.

What information will you need?

Before you initiate an absence request, please have the following information available:

- Group plan number
- Name and address
- Phone number and email address
- Birthday
- Social security number
- Employee ID (may be your SSN)

Reason for your request

- If this is a medical leave for yourself, include a description of your illness, symptoms, and/or diagnosis.
- If this is a non-medical leave for yourself, requirements differ depending on the reason for the absence (examples include jury duty, personal, and military leaves).
- If this is a leave for a family member, include their name, relationship to you, and, if a child, date of birth.
- If this leave is for an adult child, they must be incapable of self-care or certified as disabled by their attending physician to be eligible for FMLA. You must provide this information when reporting your absence request for the additional required forms to be included in your notification packet.



- If you work in a state that offers disability benefits, you may be required to provide confirmation of received benefits (i.e., state voucher letter).
- If you are eligible for benefits through your state and Guardian does not administer those benefits through your group plan, you must report an absence request with your state.

Next steps after you have reported your absence request

- A notification packet containing a summary of the requested leave dates, status of all eligible benefits, and blank certification forms for your physician will be sent to you within a week of reporting your absence request.
- It is your responsibility to provide the blank certification forms to your physician to complete and return to Guardian.
- Once we have received all the information from you, your employer, and physician, the leave determination will be made within 5 business days.
- If information is missing, you will be contacted by your Leave Manager and will be given an additional 7 days to submit the incomplete information.
- If your leave start date is in the future, please contact Guardian to confirm the date once it occurs.

What to expect if your absence request is approved

Guardian will send you a determination letter based on your notification preferences and it will include:

- The approval dates
- Statuses of the leave plans that apply to your leave request
- The amount of entitlement (time) you have used and have remaining on those leave plans
- Next steps or additional action needed throughout your request

Guardian will share the approved dates of your leave with your employer.

How are benefits paid?

- Benefit payments may be distributed to you by either Guardian or your employer.
- Once approved, checks for payable benefits are mailed in 2 business days and received in approximately 10 business days.
- If you have set up direct deposit, benefits will be available to you in approximately 2 business days from the payment issue date, provided the deposit has been authorized by your bank.

What to expect while on leave

- Guardian may need to contact you, your employer or physician throughout your request for any missing information.
- If you are unable to return to work when your leave ends, please notify Guardian and advise your employer.
- You can always check the status of your absence request by logging into your Guardian account at <https://login.guardianlife.com/>

Americans with Disabilities (ADA) requests

If your employer has purchased ADA services, and you need to request a Workplace Accommodation, you may initiate that request by calling a Guardian representative.

Information from your FMLA forms will be used whenever possible and applicable. However, ADA decisions are made independently of FMLA leave determinations.

Note: If you request an absence and are ineligible for FMLA or your FMLA becomes exhausted during your leave, our system will automatically initiate the ADA benefit and send the required forms according to your notification preferences.

Questions?

Call our Claims Service Center at 888-889-2953. A Guardian Service Representative is available to assist you Monday - Friday, 8:00 am to 8:00 pm EST.

The Guardian Life Insurance
Company of America
guardianlife.com

New York, NY
7089423.1 (12/26)

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Family and Medical Leave

Frequently asked employee questions

Leave submission questions

How do I report my leave?

New leave requests may be submitted to Guardian via the Guardian Anytime self-service portal, guardiananytime.com, or by calling 1-800-268-2525.

You will need to have the following information ready:

- Group plan number and member ID
- Name and address
- Phone number and email address
- Social security number
- Reason for your request, along with leave dates and type of absence (e.g. continuous or intermittent)
- If the leave is for your own medical condition, a description of your illness, symptoms, and/or diagnosis
- If the leave is for a family member, their name and relationship to you
- Other leave details that may be applicable based on the reason for your request (e.g. date of delivery, type of delivery, adoption/foster care date, etc.)

When does a new leave need to be reported to Guardian?

Foreseeable leave: If you know in advance that you'll need time off, notify your employer at least 30 days before the leave begins. If 30 days' notice isn't possible, report it as soon as you can.

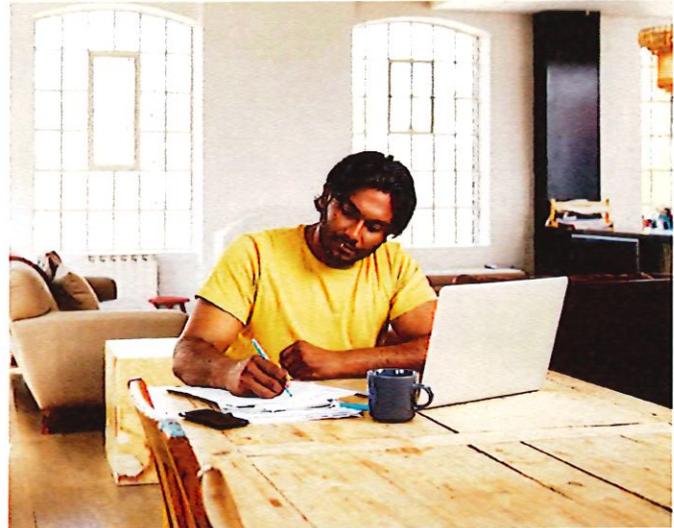
Unforeseeable leave: If the need for leave comes up unexpectedly, report it as soon as possible and follow your employer's usual process for giving notice.

Guardian is then required by the Family and Medical Leave Act (FMLA) to provide the proper leave eligibility notifications within five business days.

Can a family member, human resources, or a supervisor file a claim on my behalf?

Yes, a family member, human resources, or a supervisor can file a leave on your behalf.

Note: Without the required information, Guardian won't be able to initiate the leave.



I'm not sure if I'm eligible for FML. Should I still report my leave to Guardian?

Yes, you should file your leave and Guardian will then review for eligibility for FML, as well as other leave benefits Guardian may provide your company.

If a leave is also for a short-term disability (STD) claim, are there any additional steps needed to report the STD claim?¹

No. Once the leave request is reported, a corresponding STD claim will also be created (if applicable). If the leave request is for your own health condition, there are several questions during the intake that provide information for the administration of the STD claim.

Leave administration questions

When will I know the determination status of my leave request?

Once the certification or other supporting documentation is received, the leave determination will typically be made within five business days.

- If information is missing, you'll be contacted by your Leave Manager and will be given an additional seven days to submit the incomplete information.
- If your leave start date is in the future, please contact Guardian to confirm the date once it occurs.

If my leave is approved, what happens next?

Guardian will send you a determination letter based on your selection of notification preferences detailing the following:

- The approval dates
- Statuses of the leave plans that apply to your leave request
- The amount of entitlement (time) you have used and have remaining on those leave plans
- Next steps or additional action needed throughout your request.

Guardian will share the approval dates with your employer.

What happens while I'm out?

- Guardian may need to be in contact with you, your employer, or your physician throughout your request.
- If you're unable to return to work when your request ends, please notify Guardian and your employer promptly.
- Check your request status any time at www.guardiananytime.com.

How do I access the self-service portal, Guardian Anytime?

You can use this link, www.guardiananytime.com, to access our self-service portal.

Once an intermittent leave is reported, how are the absences (occurrences) reported?

Once an intermittent leave has been reported, you (or your employer) can report intermittent occurrences through the self-service portal, or by calling Guardian at 1-800-268-2525.

Once a leave is reported to Guardian, is there a way to update or make changes to the leave?

After a leave has been submitted, updates can be made by calling Guardian at 1-800-268-2525, or through the self-service portal.

Note: All records and leaves are not available for viewing or making updates until after the FML intake.



Let Guardian help you navigate these life events

Guardian provides employees with quick access to specialists who will answer questions, review guidelines and provide information regarding a short term disability claim, a job protected medical or family leave of absence.



Birth of a child



Caregiving for loved ones



Jury duty obligation



Short term disability claim



Military leave or injured service member



Adoption and foster care

Please contact Guardian for information and forms required for your leave. Call 888 889 2953.

7:00am to 7:00pm CST, 8:00am to 8:00pm EST

[Future written communications may be in English only.]

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