

INTEGRATED ABSENCE PROGRAM

R A D M A P

This is a guide for employees who are out on an extended absence from work. ***Union employees should refer to their master/collective bargaining agreement for union specific information.***

It includes information about:

- Workers' Compensation (work-related)
- NYS Disability (non-work related)
- Long Term Disability
- Family Medical Leave Act (FMLA)
- NYS Paid Family Leave (NY PFL)
- Extended Personal Illness Leaves of Absence (LOA)



It will answer questions such as:

- What do I need to do?
- What do I need to know?
- What will happen to my benefits?

What do I need to do when an illness or injury occurs?

- Notify your supervisor immediately.
- If your injury/illness is work-related, you must enter a Stars Web Employee Event online. Any employee sustaining a work related injury is to report to Employee Health within 3 business days. Call 859-7333 or 859-8500 to schedule an appointment. If your injury results in a claim, your claim will be reported to Zurich (WC).
- If your injury/illness is not work related and you are expected to be out 7 calendar days or longer, you will contact Sun Life (NYS DBL) at 1-844-209-0462 to initiate a disability claim.
- A Zurich or Sun Life Financial case manager will then call you, your supervisor (WC only) and your medical care provider within 24-48 hours to gather information needed to process



your claim (you will need to sign a medical release). If you don't hear from Zurich or Sun Life Financial within 48 hours, notify the Kaleida Health Integrated Absence (IA) Department.

- Zurich or Sun Life Financial will send you an authorization of release of medical records form, which is needed to obtain medical records for your disability/compensation claim. If you elect not to complete these particular forms, you may use the NYS Department of Health authorization form located on Kaleidascope.
- Zurich or Sun Life Financial will send you an acknowledgement of your claim and notify you of any need for additional information.
- If you *participate in a **voluntary** Short Term Disability plan, contact your Short Term Disability carrier or Winston Benefits at 1-800-357-5986 or visit www.myvoluntarykaleidabenefits.com.*
- Your claim can be reported to Sun Life Financial up to 2 weeks in advance for a planned absence.
- NYS Disability and Workers' Compensation regulations allow you up to 30 days to report your claim. However, you should notify your supervisor within 24 hours to avoid delays in payment of your disability, workers' compensation and extended sick bank (ESB) benefits.

What do I need to do while I am absent from work?

- A Zurich or Sun Life Financial representative will continue to keep in touch with you and your medical care provider if necessary, to stay up-to-date with your medical condition. They may periodically ask you to provide additional medical documentation from your medical care provider of your continued disability. You will need to comply with these requests in order to continue your disability, workers' compensation or ESB benefits.

What do I need to do when I return to work?

- Zurich or Sun Life Financial and a Kaleida Integrated Absence Specialist (IAS) will work with you throughout your absence to help you transition back to full duty in your regular job.
- Call the leave carrier (WC-Zurich, DBL-Sun Life or Lincoln), as well as the Integrated Absence Specialist, as soon as your medical care provider releases you to return to work. A Kaleida IAS will then coordinate your return date with you and your supervisor.
- Send your medical release note to KH IAP via fax (716) 859-8671 or email KHIAP@KaleidaHealth.org.
- If you are cleared to return to work **Full Duty** and Corporate Benefits will not be available to facilitate your return before your next shift, you may present your return to work note directly to your supervisor in an effort to prevent any delay of your return. (Example – you receive a full duty return to work note from your physician late Friday and you would normally be scheduled to work the following Saturday.)



- You may be required to report to Employee Health for a Fit For Duty (FFD) examination before you can be released to return to work, even if you are released to full duty. An Integrated Absence Specialist will notify you before your scheduled return date if you need to report to Employee Health.
- When employees in disability status are certified as able to work (full duty), every effort will be made to return them to position they held prior to their disability, or a position of salary and job responsibilities.



return to the equivalent

Transitional Return to Work (TRTW) Program

- If you are not able to perform the full duties of your regular job when you return to work, you may be eligible for the Transitional Return to Work (TRTW) Program in a temporary restricted duty assignment. This assignment may be in a different position or department. You will be required to provide medical updates every 4-6 weeks to support your continued restrictions and continue your transitional assignment.
- If you are not going to be able to return full duty within a specified period, communicated by your IAS, there may be other opportunities within Kaleida that will suit your physical capabilities. Have your medical provider complete the “Physical Capabilities Form” and return it to the Corporate Benefits IA department.

New York State Disability

- All Employees, except for high school students, are eligible for disability benefits under the NYS Disability Benefits Law after working four (4) consecutive weeks.
- You will be covered for up to a maximum of 26 weeks for New York Disability (NYDBL) benefits in any 52-week period for an approved disability claim.
- Your NYDBL benefit payments are equal to 50% of your regular weekly pay (based on the average of your last 8 weeks pay prior to your disability date), up to a maximum weekly benefit of \$170. Disability benefits are taxable and state/federal taxes will be withheld at a 10% rate. Employees will receive a form W2 from Sun Life Financial for wage reporting purposes.
- If you are still on an approved disability, after your NYDBL benefits end, Kaleida permits you to remain in DBL status for a cumulative total of 52 weeks with a look back period of 78 weeks, as long as your disability continues to be certified by your medical care provider. You will need to submit medical evidence of your continued disability as requested in order to remain in disability status. If you do not submit the requested documentation by the deadline provided by the IAS, both corporate and master/collective bargaining agreement seniority shall be lost and you shall be terminated from employment with Kaleida Health.
- Refer to the section about applying for a personal leave of absence in this brochure if you are still disabled at the end of the cumulative 52-week disability period.



- If there is a disagreement between the employee's attending physician and the Employer in regard to the employee's ability to return to work, a third party medical exam will be scheduled within 30 days of the date the disagreement is identified. The results of such exam will be considered a binding medical determination as to the employee's ability to return to work.

Workers' Compensation

- Your workers' compensation (WC) benefits are payable at two-thirds (2/3) of your weekly salary (based on your last 52 weeks of pay prior to your workers' compensation date) up to a maximum benefit per week, as determined annually by the NYS Workers' Compensation Board, based on the injury date.
- You may remain as a Kaleida employee in workers' compensation status for a total of 78 weeks per claim with a look back period of two years, as long as your absence continues to be certified by Zurich. You will need to submit medical evidence of your continued disability to Zurich as requested in order to remain in workers' compensation status and continue your workers' compensation benefit payments. If you do not submit the requested documentation, both corporate and master/collective bargaining agreement seniority shall be lost and you shall be terminated from employment with Kaleida Health.
- Refer to the section about applying for a personal leave of absence in this brochure if you are still disabled at the end of the cumulative 78-week workers' compensation status period.
- Depending on the circumstances, you may initially receive payments under NYDBL until Zurich confirms that your claim is work-related. If this happens, your benefit payments will be adjusted and paid retroactively under workers' compensation once Zurich determines that your claim is work-related.
- If you disagree with Zurich's final determination, you may appeal the claim denial to the NYS Workers' Compensation Board.
- If there is a disagreement between the employee's attending physician and the Employer in regard to the employee's ability to return to work, a third party medical exam will be scheduled within 30 days of the date the disagreement is identified. The results of such exam will be considered a binding medical determination as to the employee's ability to return to work.

NYS Paid Family Leave

- To be eligible for Paid Family Leave (PFL), employees must have a regular employment schedule of 20 or more hours per week and be employed for at least 26 consecutive workweeks preceding the first full day family leave is taken **OR** have a regular employment schedule of less than 20 hours per week and have worked for at least 175 days preceding the first full day leave is taken.



- Effective January 1, 2023 eligible employees have the opportunity under NY Paid Family Leave to take a total of 12 weeks of job-protected family leave at 67% of the employee's average weekly wage, capped at 67% of NYS average weekly wage.
- Paid Family Leave (PFL) may be taken to bond with a new child, provide physical or psychological care to a family member with a serious health condition, or to assist with family obligations for a family member who is called into active duty in the armed forces.
- **PFL is not for the employee's own health condition.** If an employee is FMLA eligible, PFL and FMLA will run concurrent where applicable.
- Paid Family Leave will be funded through employee payroll deductions at a rate of 0.455% of an employee's gross wages each pay, with a maximum annual deduction total of \$399.43 for 2023. This maximum is based on a cap of 0.67% of the NYS Average Weekly Wage of \$1,688.19. Increases may be anticipated in subsequent years.
- Employees will contact Sun Life Financial at 1-844-209-0462, selecting the Paid Family Leave prompt, 30 days prior to the start date of a paid family leave claim when the qualifying reason for leave is foreseeable. For claims that are unforeseeable, employees should contact Sun Life Financial as soon as practicable.
- For intermittent PFL absences - employees are required to follow Kaleida's call in procedure **AND** contact Sun Life when taking **unforeseen** intermittent Paid Family Leave time. For any **foreseeable** intermittent Paid Family Leave time, notice is to be given as soon as practicable. For each intermittent **Baby Bonding** day, 30 days advanced notice is required
- Employees will receive payments directly from Sun Life Financial. Once Kaleida receives notice from Sun Life Financial of your Paid Family Leave payment, you will be supplemented up to your budgeted regular pay with PTO and/or transition time, on the next regular Kaleida pay date, unless you complete the PTO Waiver form and return it to the Kaleida Corporate Benefits IA Department. This will be sent to you when you file a Paid Family Leave claim. You may also contact the Corporate Benefits IA Department for the PTO Waiver or print it from Kaleidascope.
- Paid Family Leave benefits are taxable. Taxes will not automatically be withheld. Employees will receive a form 1099-MISC from Sun Life Financial for wage reporting purposes.

*****Starting in 2022, any intermittent claim information from the Integrated Absence Department will go to your Kaleida Health e-mail account. For claims that cause your account to be inactive, we will use your personal e-mail address on file. Those that wish to receive notices by US mail may elect to do so by completing the Request for Benefit Mailing Form found on Kaleidascope/Employee Benefits/Benefit Forms & Resources*****

Family and Medical Leave Act (FMLA)

- If you have at least 1 year of service with Kaleida and have worked at least 1,250 hours in the last 12 months, you are eligible for up to 12 weeks of FMLA leave during a 12-month period.



- The time that you are out on NYDBL, WC, or time used under NYS Paid Family Leave will count toward your 12 weeks of FMLA leave, when applicable.
- Any time that you were out on FMLA leave, including time spent on NYDBL, NYS Paid Family Leave or WC, within the last 12 months will reduce your FMLA time available for your current absence.
- Employees will contact Sun Life Financial at 1-844-209-0462, selecting the Family Medical Leave prompt, 30 days prior to the start date of a paid family leave claim when the qualifying reason for leave is foreseeable. For claims that are unforeseeable, employees should contact Sun Life Financial as soon as practicable.
- While you are within your 12 weeks of FMLA leave, your job and your benefits will be protected. You will be returned to your original job if you return by the end of your FMLA protected absence. You are responsible for paying your share of any benefits you wish to continue during an FMLA leave.
- Union employees may refer to their master/collective bargaining agreement for information to those that do not qualify for FMLA, but may qualify for Union Family Leave.

For more information about FMLA, refer to:

- Kaleida Health Leaves of Absence Policy (#HR 203)
- Your master/collective bargaining agreement, if applicable
- The Kaleida Integrated Absence Department, your site Human Resources Department, or your local union office

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Information about Extended Sick Bank (ESB) / Paid Time Off (PTO)

- You can use any Extended Sick Bank (ESB) or Paid Time Off (PTO) time (including transition time) available in your banks to supplement your benefit payments from NYDBL, or Workers' Compensation.
- You do not need to request payment of your ESB or PTO time. Once Kaleida receives notice from Sun Life Financial or Zurich of your NYDBL or WC payment, you will receive ESB payments on the next regular Kaleida pay date. Once your ESB has been exhausted, you will automatically receive PTO time from your PTO and/or transition bank unless you complete the PTO Waiver form and return it to the Kaleida Corporate Benefits IA Department. Zurich or Sun Life Financial will send this form to you when you file a NYDBL or WC claim. You may also contact the Corporate Benefits IA Department for the PTO Waiver or print it from Kaleidascope.



- You may request to use PTU hours up to your budgeted regular pay for your **DBL** waiting week. Managers are advised not to pay PTU hours unless requested by the employee, or use any negative PTU time. Any PTU that was paid during the 7 day waiting period will be reversed to ESB automatically (based on available ESB balance) once your claim is approved.
- After your NYDBL benefits end, you may use ESB/PTO up to your budgeted regular pay, if available in your bank, for the duration of your 52 weeks in DBL status (see above), provided you submit all required information to document your continued disability.
- If you are still disabled after the end of your 52-week disability status or your 78-week Workers' Compensation status, you may request an extended personal illness leave of absence and you may continue to use your ESB/PTO time.
- No employee will be paid into the negative on intermittent leave based on the union agreement languages we current have written. All employees will need to request to go into the negative or they will go without pay for any usage below Zero hours accumulated PTO.
- While on a continuous FMLA or LOA, you are required to use all hours in your PTO bank until left with a balance of 40 hours, at which point you have the option to save these hours. Kronos will automatically pay hours above a 40 hour balance. Your manager/timekeeper may enter PTO time up to your regular base pay amount each pay period if you choose to take PTO time from your 40 hour balance.

For more information, refer to page 11 for the section "How is my NYS DBL or WC paycheck supplemented?"

Information about applying for Long Term Disability (LTD) benefits

- If you participate in the voluntary Kaleida LTD plan (available to full-time and part-time employees), you may be eligible to receive LTD benefits after 6 months of continuous approved disability.
- Sun Life Financial will contact you after you have been disabled for 18 weeks if your disability is expected to last longer than 6 months and if you are currently enrolled in LTD coverage.
- The LTD benefit equals 60% of your monthly pay, up to a maximum monthly benefit of \$10,000.
- Sun Life Financial will assist you in filing a claim for LTD benefits.
- If you have LTD coverage, Sun Life Financial will assist you in filing for Social Security Disability (SSDI) benefits, if applicable.



Information about applying for a Personal Leave of Absence (LOA)

- Prior to the end of your 52 weeks in DBL status, or 78 weeks in WC status, you will receive a mailing from the IA department offering you to apply for an extended personal illness LOA, up to a maximum of 6 months. Complete the Leave of Absence (LOA) request form, have your provider complete the medical certification form, and submit both to the Corporate Benefits Integrated Absence department.
- If you do not apply for a LOA by the deadline given in your mailing, both corporate and master/collective bargaining agreement seniority shall be lost and you shall be terminated from employment with Kaleida Health. All your Kaleida benefits will be terminated accordingly. This applies even if you are collecting WC or LTD benefits.
- To remain in LOA status you need to submit medical evidence of your continued disability as requested. If you do not submit the requested documentation, both corporate and master/collective bargaining agreement seniority shall be lost and you shall be terminated from employment with Kaleida Health.
- While you are on an extended personal illness LOA, you may be responsible for paying the full cost of any benefits you wish to continue, other than basic life insurance.

Information about continuing my benefits during my absence

- You are responsible for paying your share of your benefit premiums while you are absent as follows, based on your union status:
 - **Nonunion, VNA 20 and Security (Union 14)** – Kaleida’s contributions will continue for a cumulative 26 weeks of your absence covered by NYDBL or WC with a look back period of 78 weeks for NYDBL and 2 years for WC.
 - **VNA Union 29 and Family Pharmaceuticals Union 30** – Kaleida’s contributions will continue for a cumulative 40 weeks with a look back period of 78 weeks for an absence covered by NYDBL, and 52 weeks with a look back period of 2 years for an absence that was covered by WC.
 - **Master Bargaining Agreement, Oishei Healthy Kids Union 44 and IUOE (Union 9)** – Kaleida’s contributions will continue for a cumulative 52 weeks of your absence covered by NYDBL or WC with a look back period of 78 weeks for NYDBL and 2 years for WC.
- Your benefit deductions will continue to be taken from your pay as long as you continue to receive ESB or PTO pay from Kaleida, provided that your ESB/PTO payments are sufficient to cover your benefit premium payments. After your ESB/PTO payments stop, or if your ESB/PTO payments are not sufficient to cover your benefit premium payments, you will receive a letter from the Kaleida Corporate Benefits Department instructing you how to pay for your benefits while you are out. **Failure to make timely payment of your benefit premiums each pay period may cause your benefits to be terminated.**
- After the timeframes above, you are responsible for paying the full cost of any benefits you want to continue, other than basic life insurance. (Kaleida will continue to pay the full cost of your basic life insurance.) For your medical/prescription, dental, and health care flexible



spending accounts, you may continue your coverage under COBRA. COBRA election forms will be sent to your home.

- If your benefits are cancelled for any reason while you are out, you may re-enroll within 30 days following your return to active employment by submitting a completed Qualified Status Change form to the Corporate Benefits Department. If you do not elect benefits at that time, your next opportunity would be at open enrollment. Please note that upon re-enrolling in benefits such as Long Term Disability, Employee Supplemental Life, and/or Spouse Life insurances, you may be subject to Evidence of Insurability (EOI).
- **Parking** – When out on an extended absence for DBL, WC, FMLA, PFL or LOA you may complete the Parking Payroll Deduction/Cancellation form found on Kaleidascope under HR Forms to cancel your parking spot. Upon your return to work, you may complete the same form to re-enroll in parking.

For information about my union benefits and obligations

- Refer to your Union Contract.
- Contact your local union office for information about your union membership/dues during your absence.

Kaleida Health Corporate Benefits Department Contact Information

Medical/Prescription, Dental, Flexible Spending Accounts (FSA), Life Insurance, Educational Assistance, Retiree Medical, COBRA Continuation; NY DBL, Short-term and Long-term Disability (STD/LTD), Leaves of Absence (LOA), NYS Paid Family Leave (NYS PFL), Family Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), Workers’ Compensation (WC) Extended Sick Bank (ESB), Transitional Return to Work

Workers’ Compensation 568-6386

Disability, FMLA, LOA, ADA, NYS PFL 859-8000

Health & Welfare including medical, dental, life insurance, FSA & Retirement Benefits
859-8000

Kaleida Health Corporate Employee Health Department

859-8500 – General

859-7333 – Needle Stick/Work Related Injury Hotline

Union Contacts

CWA 1168 639-1168

CWA 1122 633-2211

IUOE 627-2648

SEIU 1199 982-0540



Non-Kaleida Contacts

Zurich (injuries 1/1/12 – present)	1-855-296-7975
Lincoln Financial – NYS DBL	1-888-481-2430
Winston – for all voluntary policies – including Trustmark, Unum, Jefferson Pilot and American Life Healthcare EAP	1-800-357-5986 1-800-252-4555
Social Security Administration	1-800-772-1213
Unemployment	1-888-209-8124
Workers' Compensation Board – Buffalo	1-866-211-0645
United Way	716-887-2623
BC/BS (www.bcbswny.com)	1-888-654-1240
Guardian Dental (www.guardiananytime.com)	1-888-600-1600

Former Workers' Compensation Vendors

Broadspire (injuries 1/1/03 – 12/31/11)	1-866-567-2716
PMA (injuries incurred from 12/31/01 – 12/31/02)	1-888-476-2669
Sedgwick (formerly Hartford/SRS) (injuries incurred from 4/1/98 – 12/31/01)	1-800-826-4338
(injuries incurred from 10/1/89 – 4/1/98 – BGH)	1-800-826-4338
Royal & SunAlliance (injuries incurred from 1978 – 10/1/89)	1-315-426-4000
First Niagara Risk Management (aka Naples Claims Management Inc.) (injuries incurred from 1977 – 4/1/98 – Millard Fillmore)	716-854-9131
(injuries incurred from 1983 – 4/1/98 - CHOB)	716-854-9131



How is my NYS DBL or WC paycheck supplemented?

Extended Sick Bank (ESB), Paid Time Off (PTO) and Transition Time

- Kaleida will pay the difference between your regular basic rate of pay (including shift differential) and the amount paid by NYS disability or workers compensation up to the number of accrued hours in your extended sick bank. *
- Payments from your ESB, PTO, or Transition accounts are issued on the next regular Kaleida pay date **after Zurich or Sun Life Financial notifies Kaleida** of their payment on the claim. *You will likely experience an interruption to your normal Kaleida paycheck before you start receiving your available supplement from Kaleida Health and therefore the payment periods may not match.*
- When a claim is approved by Sun Life Financial, any PTO hours previously used during the 7-day waiting period will be credited back to the employee's PTO bank and will be deducted from the ESB.
- PTO and/or Transition banked time is utilized when your ESB has been exhausted.
- ***PTO/Transition time pay out is automatic unless a "PTO Waiver" is signed and returned to the Kaleida Health Corporate Benefits IA Department before 5PM Tuesday before pay period end.*** This waiver form is included in the initial information packet sent from Zurich or Sun Life Financial at the time you file a disability or workers' compensation claim. You may also obtain this form from the Corporate Benefits IA Department or Kaleidascope.
- ESB/PTO/Transition pay may continue, if you are still disabled, up to 52 weeks of disability or 78 weeks of workers' compensation and 6 months LOA following DBL/WC. Proper medical documentation must be provided to substantiate continued disability and/or leave of absence.
- You cannot go into negative PTO to supplement your NYS Disability, continuous Paid Family Leave, continuous FMLA or Workers' Compensation pay.
- No employee will be paid into the negative on intermittent leave based on the union agreement languages we current have written. All employees will need to request to go into the negative or they will go without pay for any usage below Zero hours accumulated PTO.
- When you return to work, all payments from ESB will stop unless you have returned working reduced hours.
- If your regular pay is direct deposit and paperless, you may request a copy of your paystub while you are out on DBL, WC, FMLA, PFL or LOA by completing the Wage Report Request found on Kaleidascope and submitting to payroll.



*** NYS DBL EXAMPLE**

The ESB supplement is the difference between what you are budgeted to earn per day at Kaleida Health and what is authorized and paid to you by Sun Life Financial per day, subject to a daily maximum of \$34.00, per NYS law.

Your weekly Kaleida Health salary is \$700.00 per week (or \$18.67 per hr for 7.5 hrs/day). The NYS DBL benefit is broken into a five (5) day week, Monday thru Friday, regardless of your normal schedule. This makes your Kaleida Health salary equal to \$140.00 per day.

Sun Life Financial approves ten (10) days of DBL benefits at \$34.00 per day.

\$1,400.00 is two (2) weeks salary (at \$700 per week) from Kaleida Health
 \$ 340.00 less ten (10) days of benefits from Sun Life Financial
 \$1,060.00 amount that needs to be supplemented from available ESB

\$1,060.00 ESB dollars (divided by \$18.67 per hour) is 56.78 ESB hours used.

NYS WC EXAMPLE

The ESB supplement is the difference between what you are budgeted to earn per week at Kaleida Health and what is authorized and paid to you by Zurich, which is up to 2/3 of your average weekly wage, subject to a maximum of \$934.11, per NYS law (if injury between 7/1/19 and 6/30/20).

Your weekly Kaleida Health salary is \$937.50 per week (or \$25.00 per hr); therefore your maximum weekly W/C benefit will be \$625.00.

Zurich approves two weeks of WC benefits in the amount of \$1,000.00.

\$1,875.00 Two (2) weeks salary (at \$937.50 per week) from Kaleida
 \$1,000.00 Two (2) weeks of W/C benefits from Zurich
 X .20 WC adjustment (\$1,000 x .20 = \$200.00)
 \$ 200.00 Less WC adjustment
 \$ 675.00 Amount to be supplemented from available ESB

\$675.00 ESB dollars (divided by \$25.00 per hour) is 19.2 ESB hours used.

The use of PTO and Transition Time is calculated in the same manner as ESB as long as you are on an approved disability or workers' compensation leave. You are only eligible to use ESB, PTO, and Transition Time that is available in your bank. You cannot go into the negative to supplement your pay.

05/19/2023

