



People Leaders Guide

to Supporting Your Employees During a Leave of Absence



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The information in this guide is subject to change due to federal or state law updates, or changes to MetLife procedures. If you have any questions, please contact the Leave Management Office at LeaveManagement@bayada.com.

Purpose

BAYADA recognizes that circumstances may arise that require an employee to take a leave of absence from work. Our purpose is to provide guidance to ensure you can best support your employees throughout the duration of their leave of absence.

Employee Reporting a Leave of Absence

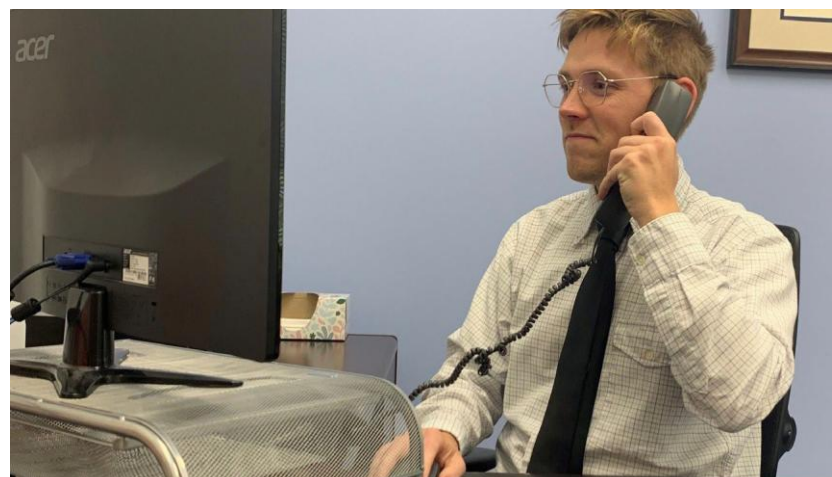
If your employee needs to take a leave of absence due to a serious health condition, pregnancy, accidental injury, and/or emergency hospitalization, they will need to report the absence directly to MetLife. As a people manager, it's important that you inform your employees on how they can file for their leave of absence. Please see the additional details below.

The Leave Management Office will ensure we continue to support you as a leader with leave of absence resources and tools so you are comfortable assisting your employees while they're absent from work.

To file a claim or ask questions about the process, employees should contact MetLife by either of the options below:

- a. Calling 1-877-638-8262 Monday through Friday, 8:00am to 11pm E.T.
- b. Visiting [metlife.com/mybenefits](https://www.metlife.com/mybenefits)

Your employee can visit [metlife.com/mybenefits](https://www.metlife.com/mybenefits) to view or download the MetLife Flyer, which includes more detailed information on reporting their leave of absence.



Guidance for People Leaders While an Employee is Planning or Taking a Leave of Absence

While your employee is on a leave of absence, your role is to support them. It's important that you do not ask specifics regarding their medical condition, diagnosis or personal reason for their leave.

Below you will find best practices for how to navigate an employee's absence before, during, and after they go out of work. Should you need additional assistance at any time, please contact the Leave Management (LVM) Office at LeaveManagement@bayada.com.



Before the leave of absence begins:

- If your employee shares the need to take a leave of absence, please ensure you inform them of the various leave of absence resources available to them. Work with your employee, as needed, to plan for work coverage while they are absent. **Do not ask specifics regarding their medical condition, diagnosis or personal reason for their leave.**
- Understand the anticipated length and timing of your employee's absence, keeping in mind that this can change at any time.
- Please be mindful that there should be limited contact to your employees while they are on leave, as most communication will be done by MetLife or the Leave Management office. You can "check in" on your employee's wellbeing on a limited basis but remember do not ask specifics regarding their absence details or reason. You may also contact your employees about one week prior to their anticipated return to work date to plan for their return. For any limited communication to your employees while they are on leave, confirm when and how they wish to be communicated with.
- Benefit continuation depends on the type of leave for which the employee is approved. Employees approved for a benefit-protected leave will have eligible benefits continued and any required employee premium contributions will be repaid through payroll deductions after they return to work. Employees who are not approved for a benefit-protected leave may only continue benefits while they have available Paid Time Off (PTO) to cover benefit deductions. Managers should not advise employees on benefit eligibility or premium payments and should instead direct questions to the Leave Management Office or MetLife. Share the leave of absence resources with your employee, such as the Employee Guide or [website](#) to help them find what they need before, during, or after their leave.
- Direct the employee to MetLife at **1-877- 638-8262** if they have any questions about their leave of absence.

Employees are encouraged to begin a leave of absence claim in advance when feasible. To begin a claim, employees can contact MetLife by calling 1-877-638-8262 or visiting [metlife.com/mybenefits](https://www.metlife.com/mybenefits).



During the leave of absence:

- Encourage your employee to report any absence-related details (such as changes to their absence dates or medical documentation) directly to their MetLife claim manager. Additionally, please inform the Leave Management office of any changes so we can ensure MetLife has the most current information.
- Be on the lookout for “Absence Notifications” sent from MetLife_Total_Absence_Management@metnotices.com. These Absence Notifications will be sent to the employee’s reporting manager and will provide status updates on your employee’s claim. Please note it may take 5-10 business days for a determination on the employee’s leave of absence claim, after the employee submits all required paperwork to MetLife. Reference the Leave of Absence Notifications section for additional information on how you’ll be informed throughout your employee’s absence.
- The Leave Management Office may contact you while your employee is out of work to check as the employee’s anticipated return to work is approaching. Please be on the lookout for any emails about this.
- Encourage your employee to respond promptly to any questions that may come from MetLife. If MetLife does not have everything they need in a timely manner to process the employee’s absence claim, then the claim will be delayed or possibly denied.
- To apply for leave or for general questions such as, “Is my leave approved?”, or “When I can expect payment?”, employees can be directed to MetLife at [1-877-638-8262](tel:1-877-638-8262).



After the leave of absence ends: Return to Work (RTW)

One week prior to your employee’s expected return to work date, contact your employee using their preferred method of contact to discuss their transition back to work.

- I. If the employee confirms that they will be returning to work on the anticipated return to work date:
 - Please inform the Leave Management Office of your employee’s return so we can ensure Workday and other systems are updated accordingly. If returns are not reported to the Leave Management Office, this could result in your employee experiencing delays with access to systems upon their return or even not receiving their first paycheck.
 - Note that different leave of absence programs may require that an employee returning from leave be restored to the same or equivalent position. Please contact the Leave Management office for more details upon your employees’ return to work.

2. If the employee is unable to return to work on the anticipated leave return date:
 - Please ask your employee if they know when their new anticipated return to work date may be.
 - Advise the employee to contact their MetLife claim manager at **1-877-638-8262** to provide them with this updated information.
3. If the employee was cleared to return to work with restrictions:
 - Please contact the Leave Management Office for guidance and we will coordinate with other partners as needed.
4. If your employee does not return to work on the anticipated return date and is unresponsive to you:
 - Please contact the Leave Management office for guidance.



Leave of Absence Types:

A leave of absence can be needed for various reasons. Below you will find general information on the different leave of absence types that an employee may be eligible for.

➡ FMLA

The Family and Medical Leave Act (FMLA) is an unpaid, federally mandated family medical leave which may provide an employee with job and benefit protection for up to 12 weeks. FMLA time can be taken continuously or on an intermittent or reduced schedule.

FMLA Eligibility Requirements

Employees who have worked for BAYADA for at least twelve (12) months within the last seven (7) years and who have worked at least 1,250 hours during the prior twelve (12) months.

Qualifying reason for FMLA:

- Serious health condition that makes the employee unable to perform the essential functions of their job.
- Birth of a child, including periods of pre and post-natal care and pregnancy related illnesses.
- Placement of a child for adoption or foster care.
- Bond with a child after birth or placement.
- Care for a covered family member with a serious health condition.
- Military family leave

What FMLA Covers

FMLA provides job and benefit protection while an employee is out of work. Upon timely return from FMLA leave, an employee is entitled to be restored to the same or equivalent position. Due to the temporary services nature of home care, BAYADA does not guarantee the employee will be returned to his or her same cases or same hours.

Help Us Take Care of Your Employee: Responsibility of the Employee While on FMLA



We ask that your employee provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. If 30 days advance notice is not possible then we ask that they provide notice of the need for leave as soon as possible.



Employees should contact MetLife by calling **1-877-638-8262** or visiting [metlife.com/mybenefits](https://www.metlife.com/mybenefits) to report their leave, to make any changes to their leave, or receive updates about their claim. To report your employee's return to work, please contact the Leave Management office at LeaveManagement@bayada.com.



During FMLA leave, the use of accrued Paid Time Off (PTO) will depend on the type of leave for which your employee is approved. If they are receiving disability or paid family/medical leave benefits, using PTO may reduce or offset those benefit payments. Employees are responsible for contacting MetLife and/or the applicable state disability program before using PTO to understand how their disability benefits may be affected. If they not approved for benefit-protected leave, benefit premiums will continue through payroll only while they have available PTO. Once PTO is exhausted, benefit coverage will be retroactively canceled to the paid-through date in accordance with BAYADA policy, applicable benefit plan terms, and COBRA requirements.

Applying for FMLA

Employees can apply for a leave of absence by contacting MetLife by phone at **1-877-638-8262** or visiting [metlife.com/mybenefits](https://www.metlife.com/mybenefits). Once a leave of absence claim is filed, the employee's reporting manager will receive an email notification informing of the pending claim with anticipated leave of absence dates. Please note that FMLA will run concurrently with any income replacement programs such as disability or paid family/medical leave.

► Intermittent FMLA

Intermittent FMLA is similar to continuous FMLA but it allows eligible employees to take leave from work in separate blocks of time or on a reduced schedule for a qualifying FMLA reason. Intermittent FMLA has the same eligibility requirements as continuous FMLA: employees who have worked for BAYADA for at least twelve (12) months within the last seven (7) years and who have worked at least 1,250 hours during the prior twelve (12) months.)

Employees can file for intermittent leave by contacting MetLife by phone at **1-877-638-8262** or visiting [metlife.com/mybenefits](https://www.metlife.com/mybenefits). Once an employee's intermittent FMLA claim has been approved by MetLife, the employee's reporting manager will begin to receive email notifications for each intermittent absence that is reported to MetLife. These email notifications will come from MetLife_Total_Absence_Management@metnotices.com and include details such as absence begin and end dates, total time utilized under the absence program, total time remaining under the absence program, etc. MetLife is responsible for tracking the total time used under FMLA to ensure an employee does not exceed the maximum allotted time. Please review the "Manager Notifications from MetLife" section in this guide for more information.

Because things can change: Responsibility of the Employee While Out on Intermittent Leave



We ask that the employee inform their manager when their absence time is FMLA-related.



Employees should report all absences as soon as possible to their MetLife claim manager.



During FMLA, the employee will be asked to use their accrued paid time off during any unpaid portion of their leave. If they are receiving Short-Term Disability, Paid Family and Medical Leave, or state disability benefits, the use of PTO may reduce, offset, delay, or otherwise affect those benefit payments, depending on the applicable program. Employees are responsible for contacting MetLife, The Hartford (if applicable), and/or the applicable state disability program before using PTO to understand how their disability benefits may be affected. BAYADA cannot advise employees on how PTO may impact disability benefit payments.

► Disability and/or Paid Family/Medical Leave

Disability and paid family/medical leave are programs that can provide income replacement to an employee while they're taking a leave of absence. Eligibility for disability or paid family/medical leave varies and can be based on many factors including pay, hours worked, work location, position, etc. These programs are administered by either the state or MetLife. Please have your employee contact MetLife by calling **1-877-638-8162** for more information on which states offer these programs.

► Americans with Disabilities Act (ADA)

If an employee is on a leave of absence due to their own medical condition and exhausts or is ineligible for all other leave options but is not able to work, they may qualify for leave as an accommodation under the ADA. ADA is an unpaid leave and may provide additional job protection. In some circumstances, the Leave Management Office may contact the employee's reporting manager to discuss next steps.

Please note that there are many different kinds of accommodations including leave as an accommodation, making a workplace more accessible to the employee, etc. Not all accommodations are handled by The Leave Management Office but we will ensure we refer you to the appropriate resource.

► Military Leave

Employees serving in the Military Reserve or National Guard may be recalled to active-duty status for extended periods of time. Employees who have been involuntarily recalled to active military duty, aside from their regular annual training obligations, may be entitled to certain benefits.

Qualifying Military Exigency Leave

Qualifying exigency leave allows employees to take up to a total of 12 workweeks of FMLA leave for qualifying exigencies, such as making day care arrangements for the military member's children or attending official military ceremonies as a family member prepares to deploy, etc.

Military Caregiver Leave

Military caregiver leave allows employees to take up to a total of 26 work weeks of unpaid leave during a single 12-month period to take care of a military relative with a qualifying serious injury or illness.



Benefits During a Leave of Absence

Approved Benefit-Protected Leave:

Employees approved for a benefit-protected leave, such as FMLA, remain enrolled in eligible BAYADA health benefits during their approved leave.

Employee benefit premiums are paused during the leave and automatically repaid through payroll deductions after the employee returns to work in accordance with BAYADA's standard repayment process. Repayment is spread over multiple pay periods based on the length of the approved leave.

Managers should direct employee questions regarding premium repayment to the Leave Management Office.

Non-Benefit-Protected Leave:

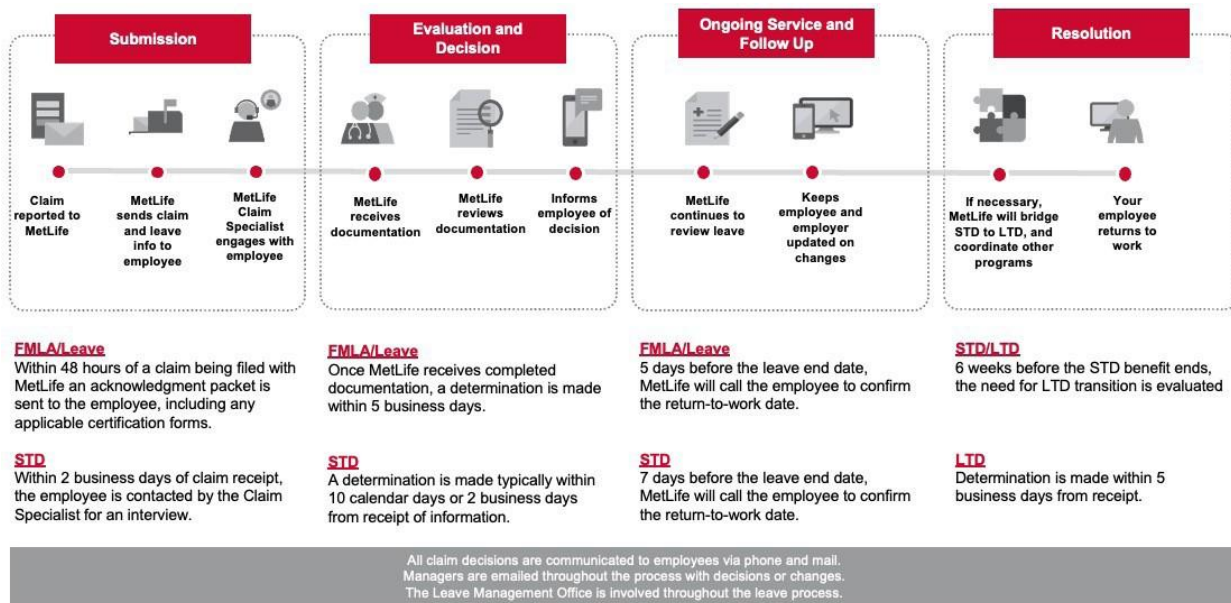
Employees who are not approved for a benefit-protected leave are not eligible for the premium pause and repayment process.

Benefit premiums continue through payroll only while the employee has available PTO. BAYADA does not offer a direct payment or credit card payment option for maintaining benefits during a non-benefit-protected leave.

Once an employee's available PTO is exhausted, benefit coverage will be retroactively canceled to the employee's paid-through date in accordance with applicable benefit plan terms, COBRA requirements, and BAYADA policy.

Managers should not advise employees whether to use PTO while receiving disability benefits. Employees should contact MetLife, The Hartford (if applicable), and/or the applicable state disability program to understand how using PTO may affect their disability benefit payments.

MetLife Claims Process



Manager Notifications from MetLife

Once a claim has been filed with MetLife, the employee's reporting manager will begin to receive email notifications from MetLife with updates about their employee's absence claims. Notifications will include details such as leave of absence status updates, leave start and end date, etc but will not include medical information to ensure the employee's confidentiality is maintained. These emails will come from MetLife_Total_Absence_Management@metnotices.com and will continue throughout the duration of the employee's leave. These will help keep the reporting manager informed if there are any changes to their employee's absence.

Sample Notification:

Employee: Jane Doe
Absence Number: K1240Sa24254

Subject: BAYADA – J. Doe Leave of Absence Notification

Dear BAYADA Manager,

Please see below for information on your employee's leave of absence. This change in leave status has already been communicated to the employee and the BAYADA Leave Management Office. If you have any questions related to this notification, please contact the BAYADA Leave Management Office at LeaveManagement@bayada.com.

Absence Details:

- Own serious health condition
- Absence start date: 02/06/2024
- Absence end date: 03/07/2024
- Estimated return to work date: 03/08/2024
- Report date: 01/24/2024

Absence status:

- Federal FML: 02/06/2024 – 03/07/2024 = Pending (Time requested 4 weeks)

Please note that maternity leave will consist of two separate leave of absence claims:

- 1. Medical portion (birth and recovery)
- 2. Child bonding

Managers will receive separate notifications for each part of the maternity leave. Notification reasons: Notifications will have absence status details. Below you will find information on what each status means Please see the chart below for a detail explanation of each absence status:

Absence status/details of absence

Pending	Pass	Denied
Leave of absence claim is in pending status and a determination has not yet been made. You will receive a follow-up email once MetLife has made a determination on the claim.	Leave of absence dates have been approved.	Leave of absence has been denied. Denial Reasons: • HCP not received- Health care provider information was not received within the required time frame. • Length of service not met – Employee did not meet the one year FMLA requirement. • Insufficient time – Leave of absence dates exceed the 12-week FMLA maximum entitlement. • Not eligible number of hours worked – Employee did not meet the 1,250 worked hours requirement for FMLA • Past absence(s) - Prior leave of absence, caused current leave to exceed the 12-week FMLA entitlement.



FAQs

1. Leave Administration & Employee Status

Q. As a people leader, am I responsible for updating my employee's leave of absence status in Workday?

A. No. The Leave Management office will update Workday accordingly once a leave determination has been made. You will not have access to modify or update an employee's leave status. If you have any questions about an employee's status in Workday, please contact the Leave Management office.

Q. What is the status of my employee while they are pending leave determination?

A. This is the waiting period, as we need to allow the employee time to obtain required documentation. No action should be taken in regards to the employee's employment and/or status.

Q. Can I change my employee's job status while they are on a leave of absence?

A. Generally, no. However, it's possible an employee may request to be moved to a different position, job, or schedule while on leave. Additionally, if BAYADA has a reduction in force or a position elimination, an employee's job status may change while they're on leave. Please contact the Leave Management Office for additional information.

2. FMLA & Leave Eligibility

Q. What is the purpose of FMLA?

A. The purpose of FMLA is to provide job and benefit protection to an employee while they are out of work. FMLA is federally mandated, unpaid leave.

Q. If an employee is eligible for a disability or paid family/medical leave, do they also need to file FMLA?

A. Yes. Although disability or paid family/medical leave may provide payment to an employee during their leave, FMLA provides job and benefit protection.

Q. Do FMLA and disability and/or paid family/ medical leave begin one after another?

A. No, FMLA and state disability will typically run concurrently.

Q. How is intermittent FMLA time tracked?

A. Intermittent FMLA time will be tracked by MetLife. When an employee needs to utilize time under FMLA, they must report this to their MetLife claim manager.

Q. If an employee does not have health insurance through BAYADA, will they still need to file for FMLA?

A. Yes, as an employer, BAYADA has an important obligation to provide employees with certain critical notices about FMLA, even if they opt not to go through with the FMLA process. As soon as your employee is aware of the potential need for a leave of absence, they should contact MetLife.

3. MetLife & Leave Reporting

Q. Where can I direct an employee if they need to get in contact with MetLife?

A. To apply for leave or for general questions such as, "Is my leave approved?", or "When I can expect payment?", employees can be directed to MetLife at 877-638-8262.

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Q. If an employee is out of work or on a reduced schedule due to a work-related injury, will they also need to file a leave of absence claim with MetLife?

A. Yes. If an employee is out of work due to a work related injury, they should still contact MetLife to report their absence. Certain absence approvals are required for an employee to maintain their BAYADA health insurance while they're out of work. As a people leader, it's important that you inform your employee of this and direct them to contact MetLife.

Q. What happens if my employee fails to notify MetLife of their leave of absence?

A. It's important that your employee notifies MetLife of their leave of absence. Failure to do so may result in an unprotected absence which may affect your employee's job, BAYADA health insurance, or result in the employee being entitled to additional leave time.

Q. What happens if my employee does not respond to MetLife or the Leave Management office within the specified absence time frames?

A. Failure to respond to MetLife or the Leave Management office may be considered job abandonment which could result in the employee being separation from BAYADA.

4. While on Leave

Q. Can an employee work while they are on a continuous leave of absence, such as attend trainings and meetings, respond to emails, or make phone calls?

A. An employee should not be working while they're on a continuous leave of absence. If you find your employee is working while on a continuous leave, you must ensure the employee is paid for all time worked. If this situation occurs, please contact the Leave Management office for guidance.

Q. My employee is an on-call manager in addition to their current role. Are they able to continue working as an on-call manager while on a leave of absence?

A. Your employee should not be working while on a leave of absence. This would include working as an on-call manager.

Q. Is an employee permitted to attend Awards Weekend or other work events while they are on a leave of absence?

A. No. While an employee is on a leave of absence, they cannot attend Awards Weekend or other work events.

Q. While on a leave of absence are employees able to utilize BAYADA University or other Learning Programs (such as Udemy, continuing education workshops, etc)?

A. No. While on a leave of absence, employees cannot utilize BAYADA University or other learning programs. If you do not return to work following an approved benefit-protected leave, any unpaid employee benefit premiums will be managed in accordance with BAYADA policy, applicable benefit plan terms, and governing law.

Q. What if an employee is on a leave of absence but needs to complete a training course?

A. The employee will need to wait until they return from their leave of absence to complete any work-related trainings or courses.

Q. How do I ensure an employee remains informed about BAYADA while they're on a leave of absence?

A. While an employee is on a leave of absence, we want to ensure their top priority is taking care of themselves. Any important information should be shared with the employee when they return to work.

5. Benefits, & PTO

Q. Can my employee's benefits remain active while on a leave of absence?

- A.** Employees approved for a benefit-protected leave, such as FMLA, will remain enrolled in eligible BAYADA health benefits during their approved leave. Employee benefit premiums will be paused during the leave and automatically repaid through payroll deductions after the employee returns to work in accordance with BAYADA's standard repayment process.

Employees who are not approved for a benefit-protected leave are not eligible for the premium pause. Benefit premiums continue through payroll only while the employee has available PTO. Once PTO is exhausted, benefit coverage will be retroactively canceled to the employee's paid-through date in accordance with applicable benefit plan terms, COBRA requirements, and BAYADA policy.

Managers should direct employees with questions regarding benefit continuation or premium repayment to the Leave Management Office.

Q. What happens if my employee does not qualify for a benefit protected leave of absence?

- A.** Employees who are not approved for a benefit-protected leave are not eligible for the premium pause and repayment process. Benefit premiums continue through payroll only while the employee has available PTO. BAYADA does not offer a direct payment option for maintaining benefits during a non-benefit-protected leave. Once available PTO is exhausted, benefit coverage will be retroactively canceled to the employee's paid-through date in accordance with applicable benefit plan terms, COBRA requirements, and BAYADA policy. Managers should direct employees with questions regarding their specific benefits or premium obligations to the Leave Management Office.

Q. Are employees required to utilize their own time while on a leave of absence?

- A.** The use of PTO depends on the type of leave for which the employee is approved and whether they are receiving disability or paid family/medical leave benefits. Employees receiving disability benefits should understand that using PTO may reduce or offset those benefit payments. Managers should not advise employees whether to use PTO. Instead, employees should be directed to MetLife, The Hartford (if applicable), the applicable state disability program, or the Leave Management Office for guidance.

Q. An employee asked me whether they should use PTO while receiving disability benefits. What should I tell them?

- A.** Managers should not advise employees on whether to use PTO while receiving disability benefits. Using PTO may reduce or offset disability benefit payments depending on the applicable disability program. Employees should contact MetLife, The Hartford (if applicable), and/or the applicable state disability program to understand how using PTO may affect their disability benefit payments.

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