Managing Your Leave of Absence

Frequently Asked Questions

Salem Health

Reporting Absences

It feels good to be prepared. That's why we've developed the following guide to help you report an absence with Standard Insurance Company (The Standard‡). Follow the steps outlined below if you become disabled or need to file for a leave of absence from work. This will enable you to access our Absence Management Service Center online or by phone.

When should I report an absence?

Contact The Standard if you are or will be absent from work for any of the following reasons:

- Your own serious health condition (including pregnancy)
- To care for your newborn child
- The placement of your adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military need, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military
- Americans with Disabilities Act (ADA) services
- Sick child leave (includes both serious and non-serious health conditions

For all other absences, please follow the normal Salem Health absence reporting procedures and notify your manager.

How do I notify The Standard about an absence?

- Call or text the Absence Management Service Center at 855.207.6109.

— OR —

- Log in at standard.com/absence.

Note: First-time users will need to create an account. The website has a step-by-step guide on how to do this.

When I call to report my absence, what questions will I be asked?

Besides answering other questions about your absence, you'll be asked to provide the following information:

- Employer name: Salem Health
- Group ID#: 10158053
- Group Policy number: 762042
- Social Security number or employee ID number
- Last day you were at work
- Reason you're requesting leave

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What are the Absence Management Service Center's operation hours?

The Absence Management Service Center is available Monday through Friday between 5 a.m. – 5 p.m. PST.

What if I work in a state with a Paid Family and Medical Leave?

Oregon
Phone Number: 833-854-0166

Who is responsible for notifying Salem Health about my absence?

It's your responsibility to follow the normal Salem Health absence reporting procedures and notify your department head or manager of your absence.

Will I receive any notification after I initiate a leave or claim?

After you start a request for time off under Family Medical Leave, The Standard will send you a letter confirming receipt of your leave request. You will also receive a Certification of Health Care Provider form to be completed by your or your family member's health care provider. This form should be returned to The Standard by the due date indicated in your letter.

Where do I send the completed forms?

If you're required to submit paperwork, please send the completed forms to:

Standard Insurance Company
Employee Benefits Division
PO Box 3877
Portland, OR 97208

You can also fax completed forms to 866.751.5174.

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How do I report an intermittent absence?

When you miss time associated with an intermittent leave, you can quickly and easily report absences through The Standard's self-service phone system or the absence management self-service portal. These services are available anytime.

Follow these steps to use the self-service phone system:

- Say "Report an absence" when prompted and you can report your time off without needing to speak to a representative.
- Provide the following information:
  - Your leave number, which you can find on the correspondence we sent after we approved your intermittent leave
  - Your date of birth
  - The date of the absence

    Note: You may report multiple absences during one call. Dates can be today, or in the past or future. However, each absence will be a separate entry during the same call.
  - The type of absence

    Note: You'll need to let the system know if your absence relates to your condition or is to attend a medical appointment.
  - The number of hours you were scheduled to work, and the number of hours of leave taken for each day you're reporting
  - A phone number where we can reach you in case we need to contact you for further information
- Once the automated intake is complete, you'll receive a confirmation number to let you know that your absence report has been successfully submitted

You can also report intermittent absences through The Standard's absence management self-service web portal, which you can access from your computer, smartphone or tablet. Log in at standard.com/absence.

First-time users will need to create an account. The website has a step-by-step guide on how to do this.

The website lets you:

- Report an absence for yourself
- View leave information and status

Don't forget to notify your manager and follow your employer's normal absence reporting process.

More questions?

Call or text The Standard's Absence Management Service Center at **855.207.6109.**

Don't Forget:

Notify the appropriate work contact and follow your employer's normal absence reporting process.

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Oregon, in all states except New York. Product features and availability vary by state and are solely the responsibility of Standard Insurance Company.