



Managing Employee Absences

Frequently Asked Questions for Managers

Standard Motor Products, Inc

These FAQs can answer some of your questions about assisting your employees in reporting absences.

When should employees contact The Standard?

Tell your employees to contact Standard Insurance Company (The Standard[®]) if they are absent from work or know they will be absent from work for any of the following reasons:

- Their own serious health condition (including pregnancy)
- To care for their newborn child
- The placement of their 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
- For leave due to an employee's own military service
- Maternity Leave
- Parental Leave
- Paid Family and Medical Leave — applies if you work in New York

How do my employees report an intermittent absence?

When employees miss time associated with an intermittent leave, they can quickly and easily report absences through either The Standard's self-service phone system or the self-service web portal. The employee FAQ includes instructions for how to use this feature. Employees also need to report the absence through the normal absence reporting process.

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

California
SDI Phone Number: 800-480-3287
PFL Phone Number: 877-238-4373

Oregon
Phone Number: 833-854-0166

Colorado
Phone Number: 1-866-CO-FAMILI
(1-866-263-2654)

Puerto Rico
Phone Number: 787-754-2147

Connecticut
Phone Number: 877-499-8606

Rhode Island
Phone Number: 401-462-8420

Hawaii
If you feel you may be entitled to benefits,
please contact your employer

Washington DC
Phone Number: 202-899-3700

Massachusetts
Phone Number: 833-344-7365

Washington State
Phone Number: 833-717-2273

New Jersey
Phone Number: 609-292-7060

Where do employees find The Standard's contact information?

Employees can find The Standard's contact information in the FAQ for employees.

Who is responsible for notifying me of employee absences?

The first step in initiating a leave of absence is for employees to notify you of their need to take a leave. The employee is then responsible for contacting The Standard.

After the employee contacts The Standard to initiate a request for time off under the Family Medical Leave Act and/or files a claim for Short Term Disability, Human Resources will receive an email notifying Standard Motor Products, Inc. that your employee has requested a leave of absence.

Employees are always responsible for following the normal Standard Motor Products absence reporting procedures and notifying Human Resources of their absences. This includes employees on intermittent FMLA, as they are responsible for reporting their absences to both Standard Motor Products and The Standard.

How do I know if employee leaves of absence have been approved?

It will take approximately one week for The Standard to make a leave decision once the employee's completed claim application is received. As soon as this decision is made, we will notify Standard Motor Products by email.

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In most cases after the employee serves the benefit waiting period (as outlined in your group policy), STD benefit payments are paid in arrears to the employee on a weekly basis. In most cases, we mail checks to the employee's residence on Wednesday of each week. STD benefit payments that are payable for retroactive claims will be mailed following claim approval.

In some cases, Standard Motor Products will pay STD benefits to employees through their normal payroll cycle. The benefits administrator can explain the type of plan the employee has and specifically how benefits will be paid.

More questions?

Call or text The Standard's Absence Management Service Center at **866.756.8116**.

Standard Insurance Company | 1100 SW Sixth Avenue, Portland OR 97204 | [standard.com](https://www.standard.com)

‡ 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.