

# 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. It also tells you how to access our Absence Management Service Center online.

### When should employees contact The Standard?

Tell your employees to contact The Standard Life Insurance Company of New York (The Standard<sup>+</sup>) 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 Leaves
- 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-FAMLI (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: 833-344-7365

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, paid family leave, state disability, your HR business partner will receive an email notifying Standard Motor Products that your employee has requested a leave of absence.

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

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.

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**More questions?**

Call or text The Standard's Absence Management Service Center at **866.757.1984**.

The Standard Life Insurance Company of New York | 445 Hamilton Avenue, 11th floor, White Plains, NY | [standard.com](https://www.standard.com)

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products in New York are offered by, and the sole responsibility of, The Standard Life Insurance Company of New York of White Plains, New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.