



FMLA Claim Submission Checklist



Employees:

The following are step-by-step instructions that describe what you need to do to apply for FMLA leave.

- **Step #1:** Contact Sun Life Absence Management Services online or by phone to notify them of your need for a leave of absence. Once you have submitted your request, Sun Life will send you a FMLA Notification Packet with further information and instructions.
 - > **Website:** www.sunlife-ams.com
Instructions for first time access:
 - Click the **Register** link
 - Enter your employee ID Number plus COH – example: 12345COH
 - Enter your zip code
 - Follow prompts to set up your account
 - > **Phone:** 1.877.786.3652
Hours: 7:30 am - 9:30 pm CST
- **Step #2:** Find the blank Medical Certification Form, found in your FMLA Notification Packet or download the form on the website at www.sunlife-ams.com. The FMLA Medical Certification Form is time-sensitive. Be certain to check for the due date listed on the initial request letter, found in your FMLA Notification Packet.
- **Step #3:** Take the blank Medical Certification Form to either your own or your family member's health care provider.
 - > If your leave is not for medical reasons due to a Qualifying Exigency, please follow the instructions provided by the Sun Life AMS Specialist and/or your FMLA Notification Packet.
- **Step #4:** Ensure that Sun Life AMS received the completed Medical Certification Form prior to the certification due date. Completion of this form is sufficient for your application for FMLA. It is your responsibility to ensure paperwork gets returned in a timely fashion. If there are delays completing your forms, be sure to contact Sun Life AMS prior to your certification due date:

The health care provider must return the completed Medical Certification Form to Sun Life AMS by either fax or e-mail. You may also return the original completed form by mail.

 - > **Fax:** 1.877.309.0218
 - > **E-Mail:** Absence@sunlife-ams.com
 - > **Address:** Leave Center, NBC Tower – 13th Floor, 455 N. Cityfront Plaza Drive, Chicago, IL 60611-5322
- **Step #5:** Receive and review the FMLA Decision Letter from Sun Life AMS. Please note the decisions are based on the certification completed by the health care provider.
- **Step #6:** If approved for the leave, you will be responsible for keeping track of your available leave entitlement:
 - > **Intermittent Frequency Leave:** Be sure to report each intermittent FMLA absence to Sun Life AMS within 48 hours and follow normal call-in procedures. All prescheduled appointments need to be communicated ahead of time with both Sun Life AMS and your supervisor/department. Employees failing to follow normal call-in procedures may be subject to disciplinary action.
 - > **Continuous Frequency Leave:** Pay close attention to the date range on your decision letter. Your position is only protected under FMLA during that date range. To keep your entitlement accurate and ensure protection, please notify Sun Life AMS if your leave is different than what was provided on the decision letter. **Important Note:** Employees approved for continuous leave for their own serious health condition will be required to submit a certified Fitness for Duty before returning to work. Additional information and subsequent reminders will be provided once leave has been approved.