

Leave of Absence Frequently Asked Questions

Table of Contents

- [General Information](#)
- [Leave Application Process](#)
- [Benefits & Pay](#)
- [Return to Work Process](#)
- [Special Circumstances](#)
- [References](#)

General Information

1. What is a leave of absence:

- A leave of absence is a period away from work for medical care for self, to care for a qualified family member, bonding with a newborn, adoption or foster care process, or military service/training.

2. Who is eligible to take a leave of absence:

- An associate may be eligible for a leave of absence starting on the first day of the month after completing 30 days of employment.

3. What is the Family Medical Leave Act (FMLA):

- The Family Medical Leave Act (FMLA) provides associates with up to 12 weeks of unpaid, job-protected leave per year provided you have worked a minimum of 1250 hours in the prior 12 months.
- FMLA can be taken for the birth and care of the newborn child of an associate
- For placement of a child for adoption or foster care to the associate
- To care for an immediate/qualified family (i.e., spouse, child or parent) who has serious health condition
- To take medical leave when the associate is unable to work due to a serious health condition

4. What if I live in a state that has state benefits, will the benefits be separate?

- All STD, State benefits and eligible FMLA will run concurrently. Meaning, your FMLA, state benefits, and approved STD will be taken simultaneously.

5. What is the Uniformed Services Employment and Reemployment Rights Act (USERRA):

- The USERRA provides a leave of absence for uniformed duty on a voluntary or involuntary basis for:
 - Army, Navy, Marine Corp, Air Force and Coast Guard
 - Army Reserve, Naval Reserve, Marine Corps Reserve, Air Force Reserve and Coast Guard Reserve
 - Army National Guard and Air National Guard
 - Commissioned Corps of the Public Health Service

6. Who is eligible to take a leave of absence under the Uniformed Services Employment and Reemployment Rights Act (USERRA):

- Reemployment rights provide a leave of absence because of service in the uniformed services that consist of the following:
 - Active duty and active-duty training
 - Initial active duty for training
 - Inactive duty training
 - Full-time National Guard duty
 - For an examination to determine fitness for duty
 - Funeral honors duty performed by National Guard or Reserve members

Leave Application Process

7. How to Initiate a Leave of Absence:

- Submit a leave request online with [MetLife](#)
- When registering for the organization, type Neighborly.
- You will be required to create a username and password to view your account, initiate your claim and to review explanations of benefits (EOB).
- Please be sure to provide a personal email address for communication.
- You can also submit a claim by phone by calling (866) 729-9201.

8. When to Initiate a Leave of Absence:

- Initiate a leave of absence if you are expected to be away from work for more than 3 days due to:
 - Medical (Health Conditions, Treatment)
 - To care for a qualified family member
 - Pregnancy
 - Bonding/Adoption/Foster Care
 - Military Service/Training
 - Leave of absences should be requested at least **30 days** in advance unless it's an emergency.

9. Leave Approval Notification:

- MetLife will notify you and your manager of the leave decision via email. A paper copy will also be mailed (snail mail) to your address on file.

10. Where can I view the status of my claim?

- Once you have filed your claim, you can view the status at [MyBenefits](#), call (866) 729-9201 or email metlifestd@metlife.com.

11. What if My Leave Isn't Approved Before My Start Date?

- You will follow the schedule of your leave of absence request.
- Your leave of absence will remain in a pending status until MetLife has received, and reviewed your required documents.
- If your leave request isn't approved before the start date, email metlifestd@metlife.com to confirm the status.

12. What happens if my leave of absence is extended beyond the allotted time?

- If your leave of absence requires an extension, you will be required to file an extension with your case specialist as soon as possible to avoid any delayed approvals. If you don't return to work on your scheduled return to work date without an approved extension, it will be considered job abandonment.

Benefits & Pay

13. Short-Term Disability (STD) Benefits:

- Short-Term Disability benefits will be provided to All associates while on a medical leave of absence.
 - STD begins on day 0 for accidents, day 7 for illness/pregnancy
 - Benefits: up to 60% of weekly earnings, max \$1,250/week. Maternity leave is paid at 100% for the disability period only
 - Max duration: 12 weeks. PTO (if available) is applied during the STD elimination period
 - MetLife is the claim administrator and provides approval/denial notices to Neighborly
 - Once your STD benefits have been approved, your benefit premiums will be deducted from your STD payments

14. Long-Term Disability (LTD) Benefits:

- Long-Term Disability benefits are offered to those who are enrolled.
 - Benefits: LTD replaces 60% of monthly earnings, up to a max \$8,000/month after STD benefits end and you remain on an approved leave of absence
 - If you are not currently enrolled in LTD, you can elect this coverage with medical underwriting during Open Enrollment
 - Max duration: 24 months after STD benefits
 - MetLife is the claim administrator and provides approval/denial notices to Neighborly.

15. State Disability Benefits:

- Some states offer state leave benefits when applicable.
- If you work in a state with state mandated disability or paid medical/family leave benefits, you will be responsible for applying for both the State Benefits and your MetLife STD.
- Your STD benefits will be offset by state disability benefits, and you will be responsible for providing your state benefits approval details to MetLife.

16. Parental Bonding:

- Parental Bonding PTO is separate from STD benefits. If the birth parent is on disability leave due to childbirth, Parental Bonding PTO begins only after the disability period ends.
- If the non-birth parent is on leave to bond with child, PTO will be processed after initiating a claim with MetLife and submitting proof of birth to leaves@nbly.com.
- If you work in a state that offers Parental Bonding benefits, and you have submitted a claim; you will not be eligible to receive the Neighborly Parental Bonding benefit.

17. Will I be paid during my leave of absence?

- While FMLA and non-FMLA leaves are unpaid, you have the option to initiate a STD claim to subsidize your income while on leave.
- To initiate your STD payment, you will be required to select a payment method prior to payment issuing. If a payment method is not selected; your payment will default to a physical check and will be mailed to your mailing address on file.
- If not approved for STD or any applicable state benefits, your leave will be unpaid, unless you submit any available PTO.
- STD payments are issued every Friday from MetLife. If you selected a physical check payment method, please allow at least 5-7 business days to receive your payment.
- You will receive a W2 from MetLife in the following year, reflecting your STD benefits received.

18. How Will My Benefits Be Affected?

- Your benefits will remain active with Neighborly while you are on leave.
- MetLife will automatically deduct any premiums owed from your approved Short-Term Disability payments.

19. How do I use my PTO while on a leave of absence:

- You are responsible for submitting 5 days of PTO in [Workday](#) during your STD elimination period.
- You can resume using your accrued PTO once you have exhausted your approved STD benefits.
- A link to the Workday Help [Resources](#) is available.

20. Will PTO continue to accrue while on leave of absence?

- No, PTO accruals are paused during your leave of absence and will resume once you return to work.

Return to Work Process

21. Return to Work:

- Who do I notify and where do I submit my medical release when I am ready to return to work?
- When you are ready to return to work from a medical leave of absence, you must submit a medical release at least 24-48hrs prior to your return-to-work date. You cannot begin working until you have been cleared by a physician unless in the case of baby bonding.
- Send your medical release to leaves@nbly.com or by fax to (254) 262-0859.
- If you have return to work restrictions, both your manager and HRBP will need to review any restrictions or accommodations prior to your return to determine if they can be accommodated. Once a decision has been made, this will be communicated to you regarding approval/denial. If approved, you can then return on the agreed upon date with your manager and HRBP.

22. Extending My Leave:

- To extend your leave, you must contact [MetLife](#), call (866) 729-9201 or email metlifestd@metlife.com to request an extension.
- You will be required to submit revised medical documentation to support your extension.
- What if my FMLA exhaust and I still need to remain off work?
- If you have exhausted your FMLA leave and need additional time, you may qualify for a reasonable accommodation under the Americans with Disability Act (ADA). You may be required to submit medical documentation to confirm the need for your leave extension.

23. Failure to Return to Work:

- If you don't return to work on the agreed date without an approved extension, it will be considered job abandonment.

Special Circumstances

23. Holiday During my Leave:

- What if my leave of absence overlaps with holidays?
- If you are on a leave of absence during a holiday, instead of being counted as a holiday, it will count as a leave day and will not be retroactive when you return to work.

24. What about an Intermittent Leave of Absence:

- How does leave of absence work for intermittent leave?
- Intermittent leave under FMLA allows associates to take leave in separate, non-consecutive periods for a single qualifying reason for your own serious medical condition or to help care for a qualified family member's medical condition.

25. Who to Contact for Questions:

- For questions regarding your leave, please email metlifestd@metlife.com or call (866) 729-9201
- If you need assistance with policy questions, interpretation or need additional guidance related to your job while on leave, please reach out to your HRBP or email people-services@nbly.com.

References

- MyNeighborlyBenefits.com - Leave of Absence
- [Policy 401 - Family and Medical Leave Act-FMLA](#)
- [Policy 402 - Non-FMLA Leave Policy](#)
- [Policy 406 – Parental Bonding](#)
- MetLife Disability [MetLife](#)