

LOA Roles and Responsibilities

Associate	Manager (guidelines resource)	HRBP	Total Rewards	MetLife
File leave or disability claim with MetLife online or by phone.	BEFORE THE LEAVE: Refer associate in need of time off to benefits team for explanation of benefits and explanation of process with Met Life.	when aware of a need for time off, refer associate to benefits team for explanation of benefits and explanation of processes with MetLife.	when aware of a need for time off, explain benefits, confirm applicability, refer associate to LOA request process with MetLife.	Contact associate to share plan information and process information.
Completed required documentation.	-partner with HRBP for questions about managing leave. -Partner with recruiter for temp worker if applicable.	answer any questions manager may have about managing work during time off.	refer manager to HRBP for any questions manager may have about managing work during time off.	Request assistance obtaining medical or leave certifications, if needed.
Provide required Healthcare Provider documentation to MetLife.	Plan work coverage and customer support plans during leave: -ensure handoff of information and shared access to necessary files and contacts. -Make sure an email OOO is in activated -if associate is a people manager, delegate approving tasks in WorkDay	Provide associate job description to Total Rewards team as requested.	Provide MetLife with requested information in a single email (when feasible): -associate eligibility details -coordinate with HRBP for job description -coordinate with manager for schedule information	Contact employer for eligibility, employment details, or job description.
Enter PTO to cover elimination period in Workday if applicable.	DURING THE LEAVE: Respond to Total Rewards Team emails to confirm associate's schedule.	if returning to work with restrictions or accommodations, partner with manager for review and determination. Provide determination decision (approval or denial) with details to Total Rewards-leaves@nbly.com.	Update associate's leave status in Workday. Follow up with associate to provide approval/denial letter. Follow up with MetLife on determination decision- approved or denied for RTW with restrictions and or accommodations.	Make claim decisions within 5 business days of receiving info. Notify Employee of subsequent claim decisions via phone and letter. Notify Employer of claim decisions using email template.
Apply for State STD if applicable	Review email updates on leave extensions, return date, RTW restrictions/accommodations. partner with HRBP for the later.	support separation process if associate intends to resign	Monitor MetLife claim notifications for escalated or past due items (same email threads as HRBP and manager).	Set expectations to reporting hours for intermittent or reduced schedule leaves.
Complete direct deposit info for STD payments.	Ensure no work occurs while on leave until a RTW notice has been provided			Follow up with Employee (EE), Employer, and HealthCare Provider (HCP) for updated information as needed. Review and update action plan as applicable.
look for and respond to notifications or requests from MetLife	review hours reported by associate for intermittent FMLA for accuracy (weekly)			as approaching leave end date, discuss RTW (Return-to-Work) potential or next steps in their leave.
report time off to Met Life and manager if under intermittent FMLA	Notify MetLife if associate does not return to work when expected.			confirm RTW data; advise associate to provide employer with fitness for duty (RTW note). notify employer of approved date and restriction/accommodation request if applicable. if restrictions cannot be accommodated, instruct associate on leave extension procedures
Notify MetLife and NBLY of RTW date or extension needs./changes in medical condition. notify if intend to resign.	AFTER THE LEAVE: Help your associate transition back smoothly: -restore systems (OOO and WD), -provide customer and department updates, -communicate reintegration plan to the			Establish and adjudicate LOA/STD/LTD claims.
Provide RTW documentation including any restrictions before returning apply for LTD if applicable				Pay STD/LTD and Parental Bonding PTO benefits.
				Review LTD plan provisions and verify eligibility.
				if associate intends to resign, refer to employer for next steps