

## **Absence Management Journey & Micro-engagements**™

#### First Notice of Injury/ Illness/Leave Request

- Telephonic
- Email
- Online

#### Claim/Leave Intake

- Acknowledgement
- · Claim process FAQ
- · Provider network
- · Authorization e-sign
- · Upload medical report
- · Wage/salary request
- · Forms to employee
- Schedule call with claims adjuster/leave specialist

# Claim/Leave Assessment

- Treating physician report request
- Wage statement reminder
- Forms reminder
- Approval with benefits explanation
- Direct deposit enrollment
- Return to work timing
- Schedule call with claims adjuster/leave specialist

### Claim/Leave Management

- Payment alerts
- Treatment progress follow up
- Current medical report requests
- · Light duty inquiry
- Return to work confirmation
- Schedule call with claims adjuster/leave specialist

