



Welcome to BASIC

We are pleased to administrate FMLA and Absence Management for City of Riviera Beach.

Absence Notification

City of Riviera Beach has implemented a new absence reporting procedure

- BASIC has two systems available to report your absence, tardy, or leave early. Please have your ID number ready.
 - BASIC's toll-free automated IVR phone number 1-855-786-1225
 - BASIC's mobile friendly website <https://absence.basiconline.com>
- You are required to report all unscheduled absences, tardies, leave earlies, and all Workers' Compensation and FMLA related absences

Additional Online Tools

Employees can create an account on our mobile friendly portal

<https://fmla.basiconline.com>

- The portal provides information relating to your FMLA claim or absence submissions in real time
- Send documentation to BASIC securely
- Print leave paperwork
- Submit absences
- Request assistance



Reporting FMLA

- If you know of a future absence related to FMLA (for example, a scheduled medical treatment), you are to notify your employer by using one of the above systems no fewer than thirty (30) days in advance.
- For intermittent leaves, you are to report your absence to BASIC each time you will be absent. For continuous leaves, you need to call the line on the first absence date and record the date in which you will return. If your return to work date changes, you must notify BASIC as soon as you are able to.
- For FMLA paperwork requests call BASIC at 1-888-472-3652 or email hrrservices@basiconline.com.

Questions?

- Submit a ticket by logging into your new account at <https://fmla.basiconline.com>
- Call BASIC's Certified Leave Management team at 1-888-472-3652
- Email questions to hrrservices@basiconline.com





BASIC[®]
HR Compliance & Technology

City of Riviera Beach Absence Reporting System & FMLA Management Dashboard



Introduction

EFFECTIVE 02/21/2022

- New FMLA and unscheduled absence procedure for employees
 - Going forward, BASIC will handle all FMLA related questions and notification responsibilities
 - BASIC has taken over history of FMLA absences
 - Employees will be required to call in all FMLA absences.

➤ Introduction to the FMLA

- Employee Eligibility
- Qualifying Family Members
- Amount of Leave
- Qualifying Leave Reasons
- Employer Rights and Responsibilities
- Employee Rights and Responsibilities

➤ Employee Eligibility

- Employed by covered employer
- Worked at least 12 months (does not have to be consecutive time)
- Have at least 1,250 hours of service during the 12 months before leave begins
- Employed at a work site with 50 employees within 75 mile radius

➤ Qualifying Family Members

- **Parent** - A biological, adoptive, step or foster father or mother, or someone who stood in loco parentis to the employee when the employee was a child, but does NOT include in-laws for FMLA purposes
- **Spouse** - A husband or wife, including married same-sex couples.
- **Son or Daughter** - For leave other than military family leave, a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis who is either under 18 years of age, or 18 or older and incapable of self-care because of a mental or physical disability



➤ Amount of Leave & Leave Usage

- 12 weeks leave allowed in a rolling backwards 12-month period
 - Employee's gain time back 12 months after they use it
- Three ways to use FMLA leave
 - Continuous
 - Intermittent Leave
 - Reduced Schedule



➤ Qualifying Leave Reasons

- Eligible employees may use FMLA leave:
 - For the birth or placement of a child for adoption or foster care
 - For their own serious health condition or to care for a spouse, son, daughter, or parent with a serious health condition
 - To take military family leave
 - Qualifying exigency leave
 - Military caregiver leave

➤ Leave Service Overview

EMPLOYEE
NEEDS
LEAVE

Employee is
referred to BASIC's
Leave Reporting
System

EMPLOYEE
NOTIFIES
BASIC OF
THE NEED
FOR LEAVE

Employee uses the
IVR phone line or
Web submission to
inform BASIC

ELIGIBILITY
IS CHECKED
AND LEAVE
PACKAGE IS
SENT

Leave paperwork is
mailed within two
business days

COMPLETED
PAPERWORK
IS RETURNED
TO BASIC

Within five days of
receiving
paperwork BASIC
will decide on leave
request

Employee and Employer Portal is updated in real-time during this process

➤ Employer Responsibilities

BASIC Responsibilities – on behalf of City of Riviera Beach

- Provide
 - Notice of eligibility within five business days
 - Notice of Rights and Responsibilities
 - Notice of Designation within five business days of having enough information to determine leave is FMLA qualifying
- Maintain records
 - Dates FMLA leave is taken
 - Hours of leave
 - Copies of leave notices
 - Records of disputes
- Request Recertification
 - Recertification cannot be requested more frequently than every 30 days
 - When circumstances change or information is received that cast doubt on certification

➤ Examples of Letters

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Notice of Eligibility and Rights & Responsibilities (Family and Medical Leave Act)

U.S. Department of Labor
Wage and Hour Division



OMB Control Number: 1235-0003
Expires: 8/31/2021

In general, to be eligible an employee must have worked for an employer for at least 12 months, meet the hours of service requirement in the 12 months preceding the leave, and work at a site with at least 50 employees within 75 miles. While use of this form by employers is optional, a fully completed Form WH-381 provides employees with the information required by 29 C.F.R. § 825.300(b), which must be provided within five business days of the employee notifying the employer of the need for FMLA leave. Part B provides employees with information regarding their rights and responsibilities for taking FMLA leave, as required by 29 C.F.R. § 825.300(b), (c).

Part A – NOTICE OF ELIGIBILITY

TO: Test Employee (ID: 8888)
Employee
FROM: Gage McKee / FMLA Case Manager
Employer Representative
DATE: December 15, 2021

On December 15, 2021, you informed us that you needed leave beginning on December 15, 2021 for:

- ☒ The birth of a child, or placement of a child with you for adoption or foster care;
☒ Your own serious health condition;
☐ Because you are needed to care for your ___ spouse; ___ child; ___ parent due to his/her serious health condition.
☐ Because of a qualifying exigency arising out of the fact that your ___ spouse; ___ son or daughter; ___ parent is on covered active duty or call to covered active duty status with the Armed Forces.
☐ Because you are the ___ spouse; ___ son or daughter; ___ parent; ___ next of kin of a covered servicemember with a serious injury or illness.

This Notice is to inform you that you:

- ☒ Are eligible for FMLA leave (See Part B below for Rights and Responsibilities)
☐ Are **not** eligible for FMLA leave, because (only one reason need be checked, although you may not be eligible for other reasons):
☐ You have not met the FMLA's 12-month length of service requirement. As of the first date of requested leave, you will have worked approximately ___ months towards this requirement.
☐ You have not met the FMLA's hours of service requirement.
☐ You do not work and/or report to a site with 50 or more employees within 75-miles.

If you have any questions, contact Gage McKee - FMLA Case Manager or view the FMLA poster located in Break Rooms.

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Leave Certification for Employee's Serious Health Condition

8888

1

This form may be used for certification of FMLA, State and/or Company leaves, if applicable.

Return COMPLETED form to BASIC
Fax: 1-800-383-6136 or
Secure upload: <https://upload.basiconline.com/>

Due Date: Due Date: 02/16/2022

Employee Name TEST	EMPLOYEE	Employer Name CITY OF RIVIERA BEACH / GAGE MCKEE
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Employee Essential Job Duties/Functions:

SECTION 1: INSTRUCTIONS to the EMPLOYEE

- Failure to provide a complete and sufficient medical certification may result in a denial or delay of your leave request. Your employer must give you at least 15 calendar days to return this form.
- It is your responsibility to make sure BASIC receives your complete and sufficient medical certification.

SECTION 2: TO BE COMPLETED BY HEALTH CARE PROVIDER:

INSTRUCTIONS to the HEALTH CARE PROVIDER: PLEASE BE SURE TO SIGN AND DATE THE LAST PAGE

- The employee listed above has requested Family Medical Leave for their own condition.
- Answer, fully and completely, all applicable parts. Several questions seek a response as to the frequency or duration of a condition, treatment, etc. Your answers should be your **best estimate** based upon your medical knowledge, experience, and examination of the patient. **Be as specific as you can; terms such as "lifetime," "unknown," or "indeterminate" may not be sufficient to determine coverage. Limit your responses to the condition for which the employee is seeking leave.**
- Do not provide information about genetic tests, as defined in 29 C.F.R. § 1635.3(f), genetic services, as defined in 29 C.F.R. § 1635.3(e), or the manifestation of disease or disorder in the individual or family members, 29 C.F.R. § 1635.3(b). None of the questions on this form require genetic information. **Some states, such as California, require consent from the patient before disclosing the underlying diagnosis. If the employee is a resident of one of these states do NOT disclose the underlying diagnosis without consent of the patient.**

MEDICAL FACTS

- | | |
|--|--|
| 1. Approximate date condition commenced: | 2. Probable duration of condition (be as specific as you can): |
| 3. Date(s) you treated the patient for condition. (List at least the last two treatment dates, including month, day, and year. Include | |

➤ Employer Responsibilities

Prohibited Employment Actions

Employers Cannot:

- Interfere with, restrain or deny employees' FMLA rights
- Discriminate or retaliate against an employee for having exercised FMLA rights
- Discharge or in any other way discriminate against an employee because of involvement in any proceeding related to FMLA



➤ Employee Responsibilities

- Provide sufficient and timely notice of the need for leave
 - Give at least 30 days' notice or reasonable notice where leave is foreseeable
 - Give notice “as soon as practicable” (2-day rule) where leave is not foreseeable
- Provide certification to support the need for leave
- Provide periodic status reports
- Provide fitness-for-duty certification
- Comply with employer's usual and customary procedural requirements
- Provide recertification certification when requested

➤ Leave Reporting System

- Absence Reporting System provides Employees with a confirmation number
- This information is recorded during the call and is displayed on secured web pages for supervisors and the HR department to view
- Email is then sent to HR based on call



➤ Interactive Voice Response Phone Line



City of Riviera Beach IVR phone number
(855)-786-1225

- Employees will report **ALL FMLA absences to BASIC**

➤ Web Reporting

- In addition, there is an IVR Web address:
<https://absence.basiconline.com>
- Employees use IVR # 855-786-1225
- Website is mobile optimized for smart phones.
 - This is identical to using the phone but is faster due to not having to wait for prompt to be read.

➤ Sample E-mail Notification

Call Off Notification For **Apple Green**

*This is a **qualified event**.*

Employee ID:	71108
Department 1:	491400
Department 2:	Housekeeping
Time of Call:	2015-03-01 06:08 PM
Reason For Call:	Leaving Early
Leaving Early At:	1210
Date of Occurrence:	2015-03-01
Caller ID:	(269) 999-9999
Number to be Reached At:	(269) 999-9999
Confirmation Number:	1108

To visit BASIC's IVR and FMLA Dashboard please [Click Here](#)

➤ Examples of Letters

Approval

March 01, 2022
Test Employee
, FL

Claim #: 01

RE: Approved Continuous Leave

Dear Test:

On behalf of your employer, City of Riviera Beach, BASIC has approved your request for leave of absence based on the information received. Your Continuous Leave is approved for the following day(s): December 15, 2021 through December 30, 2021. Leave taken during this time will be designated as Family Medical Leave Act (FMLA).

IMPORTANT REMINDERS

If you can return to work before the end of your approved continuous leave, please notify us at least 14 days prior to the date you intend to return to work and secure a statement from your health care provider that you are fit for duty. If statement is not received timely, your return to work may be delayed until statement is provided. If you require an extension of your leave beyond December 30, 2021, you must notify us prior to December 30, 2021 and provide updated information to certify your need for leave. Failure to return to work as scheduled without proper documentation may result in employment termination. You are required to contact your employer at least every 30 days regarding the status of your leave and your intention to return to work.

You are required to report your leave time using BASIC's absence reporting system. After entering your identifying information, select a full day's absence, indicate the first date of leave and provide your scheduled return date. The reason for absence should be "approved leave" or "approved FMLA". Enter the claim number 01. If your need for leave changes, you are required to resubmit your absence using the updated absence dates.

- You must report your information via the IVR phone line or the website.
- IVR Number: (855)-786-1225
- Website: <https://absence.basiconline.com>
- Employee ID: 8888
- Claim: 01

You will need to substitute or use paid time during your leave of absence if paid leave is available.

You can access your account online by logging into <https://fmla.basiconline.com>. First-time users will need to create an account using your employee ID number (8888) and postal code.

If you have any questions or need information, please contact BASIC at 1-888-472-3652.

Sincerely,
BASIC

BASIC, FFLA ID
Phone: 1-888-472-3652
Fax: 1-800-383-6136
Email: HRServices@BasicOnline.com

Denial

February 18, 2022

Test Employee
, FL

Claim #: 01
Continuous Leave: December 15, 2021 through December 30, 2021

RE: Denied Leave of Absence

Dear Test:

This letter is intended solely as notice that your requested absence for period December 15, 2021 through December 30, 2021 is not applying to FMLA Leave. It is not intended as a statement regarding your eligibility to be absent from the workplace.

At this time, your request for FMLA Leave is denied. The explanation for this determination is as follows:

- Your completed certification to support your request for leave was not received by the due date previously indicated. However, if you return the requested documentation we will still evaluate for entitlement in the future.

While you are not covered under FMLA Leave, your absence may be supported by other leaves, such as paid time off or an unpaid leave of absence.

You can access your account online by logging into <https://fmla.basiconline.com>. First-time users will need to create an account using your employee ID number (8888) and postal code.

If you have any questions or need information, please contact BASIC at 1-888-472-3652.

Sincerely,
BASIC

BASIC
PO Box 6278
Monona, WI 53716
Phone: 1-888-472-3652
Fax: 1-800-383-6136
Email: HRServices@BasicOnline.com

➤ Reminders

- **Call BASIC at (888) 472-3652 for all FMLA claim concerns or issues**
- **All other policies still apply**
- **BASIC will be the collector of all FMLA absence data**
- **BASIC will handle ALL forms for FMLA**
- **Question's call Risk Management @ 561-840-1880**