



Reporting an FMLA or Disability Leave

To report an FMLA or disability leave you can either:

1. Call 877.GO2.FMLA (877.462.3652) and talk to a representative during business hours.
2. Go to www.fmlasource.com, log in and click on the Request Leave tab.

What information will FMLASource need?

- › Company name
- › Your first and last name
- › Employee ID #
- › Reason for your leave
- › Estimated return to work date
- › If you are going out on short-term disability, FMLASource will need the name, telephone number and fax of your attending physician.
- › If caring for an immediate family member, his or her name, relation to you and birth date (if it is for a child).

When should I follow up with FMLASource?

- › Verify the receipt of the medical certification form completed by your health care provider
- › Have updated information related to your leave
- › Need an extension to your already approved leave
- › Returning back to work earlier than anticipated
- › Reporting the date of delivery of your newborn child
- › Reporting intermittent FMLA absences
- › When you have any questions

When should a leave of absence or disability be reported to FMLASource?

First, report your absence for leave or disability to your manager, then call or email your HR/benefits team. Then contact FMLASource if/or when:

- › You or an immediate family member is hospitalized for any amount of time.
- › You are incapacitated for more than three calendar days and are seeking treatment by a health care provider
- › You will be absent periodically due to a chronic or permanent disabling condition of your own or of an immediate family member.
- › You are pregnant or missing work due to anything medically related to your pregnancy
- › You are bonding with a newly born child or a recently placed adopted or foster child.
- › You are caring for an immediate family member (spouse/ domestic partner, parent or child) who is ill or injured.
- › You are caring for an injured service member.
- › You need to miss work due to a qualified exigency related to an immediate family member's active service duty.

Report a leave of absence to FMLASource for:

- › Family Medical Leave (FML)
- › Short-Term Disability (STD)
- › Workers' Compensation (WC)

Automated (IVR) Phone Guide

The employee will first hear:

“Thank you for calling FMLASource. Please have your employee ID and claim number available before continuing, as you will be required to enter these numbers. If these numbers are not available, your call will be answered by an FMLA representative during business hours.”

First List of Options

- › Thank you for calling FMLA Source.
- › For English press 1, for Spanish press 2.

Second List of Options

- › For inquiries or to report time on an existing leave request, press 1.
- › By pressing 1, the employee will be able to enter and extract information on their leave using our automated phone system.
- › For all other inquiries, press 2

If you pressed 1, you will hear:

- › To enter your leave request number, press 1.
- › To enter your employee ID, press 2.
- › By pressing 1 or 2, the employee will be asked to enter a home zip code per the client's eligibility file. Once entered, the employer will have access to the following automated options:
 - 1 Report Time
 - 2 Check Available FMLA Time
 - 3 Leave Status
 - 4 Reporting a Return-to-Work Date
 - 5 Fax and Mailing Information
 - 0 To Speak to a Specialist

If you pressed 2, you will hear:

- › For our fax and mailing address, press 1.
You will receive the following message:
“Please remember that all medical certifications faxed to us must be faxed directly from the doctor's office. Our confidential fax numbers are 877.309.0217 and 877.309.0218. Our address is the FMLA Center at 455 N. CityFront Plaza Drive, 10th Floor, Chicago, IL, 60611. You may visit our website at www.FMLASource.com to view your current FMLA status or request a new FMLA leave. You may also contact us via email at FMLACenter@FMLASource.com with any questions you may have about your FMLA request. Thank you for calling FMLASource.”
- › To leave a message, press 2.
You will receive a message to leave the following information
 - Leave name
 - Phone # (with area code)
 - Employee ID
 - Date(s) FMLA used
 - Number of hours used
 - Return-to-work date
 - FMLASource voicemails are checked daily
 - If you wish to speak to a representative,
 - Email fmlacenter@fmlasource.com
- › To report issues with the FMLASource website, press 3.
Connects with live rep, unless after hours, then the same information will be requested as option 2
- › To open a new leave request, press 4.
Connects with live specialist, unless after hours, then the same information will be requested as option 2
- › For a representative, press 0 (zero).
Connects with live rep, unless after hours, then the same information will be requested as option 2
- › To return to the main menu, press 9.

Contact information

FMLASource
455 N. Cityfront Plaza Drive, 10th Floor
Chicago, IL 60611

Call: 877.GO2.FMLA

TDD: 800.697.0353

Fax: 877.309.0218

Online: fmlasource.com

Business Hours: Mon. – Fri., 7:30 a.m. to 9:00 p.m. CST