

aLEAVEiate™

End-to-end FMLA and other LOA Management expressly for mid-market employers

Accurately and efficiently managing the ever-changing requirements of the Family and Medical Leave Act (FMLA) can be extremely complex and challenging. Add the need for employers to manage and ensure compliance with state-mandated Family and Medical Leave plans, as well as additional leave types such as military U.S.E.R.R.A., bereavement, jury duty, personal leave, and the challenges grow even more daunting.

Employers with employee groups of 1,000 or more lives typically outsource these and other leave management tasks and compliance requirements to third-party administrators. Smaller, mid-market organizations, unfortunately, are often left to manage these various leave programs in-house, placing a strain on limited resources and exposing them to non-compliance liability due to incomplete knowledge of the plethora of details that govern the administration of these programs.

Reliance Standard's fully compliant, Mid-Market Leave Management Solution protects employers and employees

That's why Reliance Standard created **aLEAVEiate™**—a unique leave management program designed specifically for employers whose employee groups number 100 to 999 lives, and who also have a Reliance Standard insured LTD product.

aLEAVEiate shifts the leave management and compliance burdens of LOA administration from employers and places them where they belong—with the experts. **aLEAVEiate**, executed by Reliance Standard's national absence management solutions provider and claims engine—**Matrix**—provides mid-market employers the broad expertise and experience Matrix has amassed over the past two decades of administering FMLA and other leave programs for clients across a broad range of industry sectors.

A Continuously Evolving, Feature-Rich Solution

Since it was initially introduced, **aLEAVEiate** has evolved and now offers an even more expansive array of features and functionality including:

- Full federal, state, and military leave compliance; seamlessly integrated with self-funded or fully insured short-term and long-term disability; bereavement leave; jury duty leave; and optional, company-defined leaves such as personal leave.
- Robust system-based eligibility verification and complex claim tracking capability.
- Completely integrated and paperless process for employees and employers.
- Easy and convenient claim submission methods for employees and/or their family members:

24/7/365 web-based intake via our secure eFiling application

24/7/365 filing through our eServices mobile app (available in Android and iOS versions)

* Telephonic intake option available - additional PEPM

matrixabsence.com

Secure web-based eFiling application
24/7x365

Matrix eServices mobile app

(available on Android and iOS)
24/7x365

In addition, when using our mobile app to file new claims, employees and/or their family members can use the app to enroll to receive text updates, file intermittent time off, photograph a document and upload it to the claim system, and electronically sign documents through DocuSign. Employers can also use the mobile app to access employee absence information.

- Single point of contact for the administration of all leave types, featuring dedicated, cross-trained Absence Management Specialists who are exceptionally knowledgeable and able to manage concurrent claims seamlessly.
- Daily electronic status notifications triggered by key updates via our patent-pending Absence Radar application. These updates include:

New claims	Pending claims	Approval/denial of claims	Return to work
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- Clinically driven medical certification process and case management support in which we reach out to employees' providers to medically perfect their claims.
- 24/7/365 access to our user-friendly eServices web-portal: matrixabsence.com.
- Experienced, local account management teams.
- Streamlined implementation driven by dedicated implementation managers who shepherd the on-boarding process through the effective date.*
- Options for "Fresh Start" administration, History Load, as well as claim takeover.

*Implementation requires a minimum of 90-120 days.

aLEAVEiate Offers Accommodation Leave Assistance

A particularly noteworthy feature of aLEAVEiate implementations is Accommodation Leave Assistance. For employers who opt to avail themselves of this service, Matrix:



Provides notifications to employees.



Makes determinations based on STD decisions (with no need for employer action).



Collects medical certifications and passes them on to employers (for FML only).



Tracks all pertinent data.



Makes reporting available and easy via Matrix eServices.

Like other aLEAVEiate features, Accommodation Leave Assistance enables employers to increase their efficiency and effectiveness by allowing them to outsource yet another set of non-core business tasks.

Reliance Standard: Innovating and Leading the Way in Effective and Cost-Effective Absence Management Solutions

Reliance Standard, with over a century of expertise, rock solid financial stability backed by global resources, and with A+ ratings from both AM Best and Standard & Poor's, stands out among employee benefits solution providers by seamlessly integrating its best-in-class benefits solutions with unparalleled absence management solutions and services (developed and delivered by its Matrix national absence management solutions provider and claims engine) to ensure superior employee experiences and employer capabilities.

For over 100 years, Reliance Standard has dedicated itself to providing employers with flexible group insurance solutions (including disability income and group term life insurance, and a suite of voluntary—employee paid—coverage options) that are seamlessly integrated with innovative absence management and easily accessible customer care services. A+ rated by both AM Best and Standard and Poor's, and a member of the Tokio Marine Group, one of the largest, dynamic and respected insurance companies on the planet, Reliance Standard approaches every day as another opportunity to deliver and improve its best-in-class group insurance solutions and services, all designed to impart exceptional customer experiences and satisfaction.

Everything we do is intended to anticipate and exceed customer expectations and to make it easy to do business with us.

Learn more about Reliance Standard at reliancestandard.com.

Highlights of eServices



Employee Services

- File a new claim or report intermittent absence online.
- See claim specific details, examiner contact information, or access interactive conversation.



Employer Services

- eClaims: Employer application that provides information on all aspects of an individual claim, including payments, notes, certification history, and claims status.
- Reports: Employer application that allows self-service access to a range of standard and ad-hoc reporting across the entire program.
 - Build a Report: A sub-application which permits the user to design, generate, and save customized ad-hoc reports using any data elements captured within eServices
- Absence Radar HR Status Notification: One consolidated email for all employees' absences to keep up to three HR representatives up to date. Informs human resources of any new or updated information about absences on their team.
- Accommodation Leave Assistance: Includes tracking of all pertinent data for leave as an accommodation under ADA.



www.reliancestandard.com

This is a summary of product features and services, and not a contract or proposal of services. Refer to the Reliance Standard Proposal and Matrix Absence Management Administrative Services Agreement for complete information.

Insured products are underwritten by Reliance Standard Life Insurance Company, which is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY.

Leave of absence administration is inclusive of federal and state mandated leave programs only. Employer specific leave programs are not included or available. Invoicing is based on eligible headcount, as reported from client-supplied eligibility feeds.

Product availability and features may vary by state.

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RS-2460 (3/22)