



Leave of Absence Short-Term Disability Process

Disability plans, administrated through Matrix|Reliance Standard, protect your income if you can't work due to a non-work-related illness or injury. Banner provides this for eligible team members and pays the full cost of coverage.

You are eligible for disability coverage if you are a 0.50 full-time equivalent (FTE) or greater as assigned in the HR system. You are automatically enrolled in this coverage following one year of active employment.

STEP ONE

Team member contacts Matrix|Reliance Standard to initiate a claim for Short-Term Disability (STD) Leave.

- Contact Matrix|Reliance Standard by phone at 888-295-7840, online at www.matrixabsence.com or through the Matrix eService Mobile App.

STEP TWO

Matrix|Reliance Standard determines eligibility and sends eligibility notice to the team member. The assigned Matrix examiner will contact the team member directly to review the STD process. This should take place within 48 to 72 hours after intake.

- Matrix collects necessary health information from treating provider and review available medical information pertaining to leave.

STEP THREE

Claim decisions are made by Matrix|Reliance Standard to approve, deny or extend the STD claim.

- Leave decision is communicated to the team member who receives notification by mail. You may also view decisions through Matrix eServices - online at matrixabasence.com or through the Matrix eService Mobile App.
- Leader receives notification by email and through the eService Absence Calendar.
- Benefits Team is notified through the Matrix reporting system.
- Matrix tracks leave time related to claim.

STEP FOUR

Benefits team tracks and codes approved STD Leave claims in MyTime.

- **Approved claim:** Benefits Team enters Sick, ESL (if applicable) and/or PTO for the member's seven-day waiting period and enters STD and Sick, ESL (if applicable), and/or PTO to Supplement hours based on approved dates in MyTime.
- **Pending or denied claim:** Leaders must enter available Sick and/or PTO in MyTime.
- Team member receives payment in accordance with the normal Banner payroll schedule
- If you have questions on this process, please contact the Benefits team at BHDisabilities-Leaves@bannerhealth.com.

STEP FIVE

When team member is ready to return to work, follow these steps:

- Team member sees their treating provider who provides return to work clearance.
- Team member **MUST** see Occupational Health in order to be released back to work.
 - Team member takes their treating provider's return-to-work clearance to Occupational Health for review.
 - Visit [Occupational Health Services](#) for hours, locations and to schedule your appointment.
- Occupational Health releases team member either with or without restrictions:
 - **If no restrictions** - team member presents the Return-to-Work Status Form to their leader and may return to work as the work schedule permits. Team member **must** contact Matrix|Reliance Standard to advise them of their return-to-work date so status is re-activated and badge will work properly.
 - **With restricts** - If team member has been released to limited work with restrictions, contact the Return-to-Work Coordinator within 48 hours at 602-747-3337 or by emailing Juana.Aguilera@bannerhealth.com.



Leave of Absence Long-Term Disability Process

STEP ONE

Between 30 - 45 days prior to the team member's Short-Term Disability (STD) claim exhausting, Matrix|Reliance Standard automatically triggers the Long-Term Disability (LTD) claim process.

- For more information, contact Matrix|Reliance Standard at 888-295-7840.

STEP TWO

Matrix|Reliance Standard contacts the team member two weeks prior to STD exhaustion to go over LTD process.

STEP THREE

Matrix|Reliance Standard sends the Leave of Absence (LOA) support team a bi-weekly report regarding LTD approval and provides pertinent information.

STEP FOUR

The LOA support team communicates the information to the Leader and reaches out to the team member regarding employment status.

- **It the team member is approved for LTD and unable to return-to-work within 30 days:** The LOA Support team will communicate directly with the team member regarding next steps and employment status.
- **If the team member is approved for LTD and able to return-to-work within 30 days:** The LOA support team works to assist with a return-to-work plan and Matrix|Reliance Standard continues to manage their LTD claim.
- **If the team member is denied LTD:** The LOA support team determines employment status accordingly.