

Springbrook Leave Process

Any time you are out of work for more than one week, and this is due to your own serious medical condition or the care of a qualifying family member's condition, please follow the steps below:

1. Contact Human Resources to set up an appointment to discuss your eligibility and leave options as soon as you know you are going to be out of work.

2. Contact your Supervisor as soon as you know you need leave

You are still responsible for adhering to attendance policies and call-in procedures as indicated at your work location.

3. Call toll-free at 1-888-889-2953 to initiate your claim as soon as your leave begins. Your claim can be initiated Monday through Friday, between the hours of 9:00 am - 9:00 pm EST. Please be prepared to provide the following information:

- Your Group #:G-00442866 (this information is included in documentation provided by HR)
- Your name, social security number, address and telephone number
- Physician's name, address, phone and fax numbers
- Please sign the authorization on the back and provide a copy to your treating physician(s)

4. After your claim has been initiated, for questions regarding ongoing claim status, you may call 1-888-889-2953 to speak with a Representative.