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Effective January 1, 2024, ECU Health is partnering with Reliance Matrix (also called Matrix) as our benefits administrator for disability, life insurance plans, and all leave administration processes such as FMLA (including intermittent), Medical, Military, and Personal Leaves.

What you need to know

- ▶ Leave of absences can be started no more than 60 days in advance.
- ▶ All team members must follow ECU Health's leave of absence policies when requesting a leave of absence and/or using intermittent FMLA time.
- ▶ Team members with approved FMLA intermittent leaves must report their absence within 24 hours of the missed shift and follow department call-out procedures.
- ▶ The HR Services Team will maintain responsibility for the review and sign-off of timecards for team members on a full leave of absence as well as entering approved intermittent FMLA time. They will also continue to assist in facilitating claims with Reliance Matrix as needed. For team members whose leave began prior to Jan. 1, 2024, see the special note at the end of this article.
- ▶ ECU Health ADA and Worker's Compensation processes will not change as part of the transition to Reliance Matrix.

What you need to do

- ▶ **Review** the Medical Leave of Absence policy and/or the Leaves of Absence policy posted on vidanthealth.policystat.com prior to requesting a leave. You will need your team member username and password to access these policies.
- ▶ **Provide** notice of the leave in accordance with the policy.
- ▶ **Initiate** a leave request with Reliance Matrix using one of the following three options:
 - A. Call **877-202-0055** to file a claim by phone
 - B. Visit matrixabsence.com to file a claim online
 - C. Download the eServices mobile app to file a claim through the appYou will need to provide Reliance Matrix with the following information:
 - ▷ Name, last four digits of Social Security number, address and phone number
 - ▷ Physician's contact and fax information
 - ▷ Description of illness or injury
 - ▷ Job title and brief description of job



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For more information

- ▶ Review the Medical Leave of Absence policy and/or the Leaves of Absence policy posted on vidanthealth.policystat.com prior to requesting a leave. You will need your team member username and password to access the policies.
- ▶ Read the article posted on MyECUHealth
- ▶ Submit a Leave of Absence Inquiry
- ▶ Visit AskPhin

When and how to file a claim with Reliance Matrix

- ▶ Life and AD&D benefits are payable in the event of loss of life, limb, sight, speech or hearing. If one of these unforeseeable events occurs for you, you or a family member will need to file a claim with Reliance Matrix. To initiate a life and AD&D claim with Reliance Matrix, visit reliancematrix.com or call **800-351-7500**.
- ▶ Disability benefits consist of Short-term Disability and Long-term Disability as well as an Extended Illness Bank for eligible team members. If you become disabled, you will need to file a claim with Reliance Matrix. To initiate a Disability claim, visit matrixabsence.com or call **877-202-0055**.

Special note for team members whose leave began prior to Jan. 1, 2024

If you have an existing intermittent FMLA leave for yourself or family member (i.e., a leave that began prior to Jan. 1, 2024), you will use the methods listed below to report call outs to Reliance Matrix beginning Jan. 1, 2024. You are responsible for reporting your intermittent call outs to Reliance Matrix in conjunction with ECU Health's normal call-out procedure.

- ▶ Telephonic Reporting: **877-202-0055**
- ▶ Online Reporting: matrixabsence.com
- ▶ iPhone/iPad or Android/Tablet application

For detailed instructions on how to report intermittent time off from work and more information about the transition, review the "Who is Reliance Matrix" article located on [AskPhin.com](https://askphin.com).