



Family and Medical Leave

Frequently asked employee questions

Leave submission questions

How do I report my leave?

New leave requests may be submitted to Guardian via the Guardian Anytime self-service portal, guardiananytime.com, or by calling 1-800-268-2525.

You will need to have the following information ready:

- Group plan number and member ID -Plan number 387411
- Name and address
- Phone number and email address
- Social security number
- Reason for your request, along with leave dates and type of absence (e.g. continuous or intermittent)
- If the leave is for your own medical condition, a description of your illness, symptoms, and/or diagnosis
- If the leave is for a family member, their name and relationship to you
- Other leave details that may be applicable based on the reason for your request (e.g. date of delivery, type of delivery, adoption/foster care date, etc.)

When does a new leave need to be reported to Guardian?

Foreseeable leave: If you know in advance that you'll need time off, notify your employer at least 30 days before the leave begins. If 30 days' notice isn't possible, report it as soon as you can.

Unforeseeable leave: If the need for leave comes up unexpectedly, report it as soon as possible and follow your employer's usual process for giving notice.

Guardian is then required by the Family and Medical Leave Act (FMLA) to provide the proper leave eligibility notifications within five business days.

Can a family member, human resources, or a supervisor file a claim on my behalf?

Yes, a family member, human resources, or a supervisor can file a leave on your behalf.

Note: Without the required information, Guardian won't be able to initiate the leave.



I'm not sure if I'm eligible for FML. Should I still report my leave to Guardian?

Yes, you should file your leave and Guardian will then review for eligibility for FML, as well as other leave benefits Guardian may provide your company.

If a leave is also for a short-term disability (STD) claim, are there any additional steps needed to report the STD claim?¹

No. Once the leave request is reported, a corresponding STD claim will also be created (if applicable). If the leave request is for your own health condition, there are several questions during the intake that provide information for the administration of the STD claim.

Leave administration questions

When will I know the determination status of my leave request?

Once the certification or other supporting documentation is received, the leave determination will typically be made within five business days.

- If information is missing, you'll be contacted by your Leave Manager and will be given an additional seven days to submit the incomplete information.
- If your leave start date is in the future, please contact Guardian to confirm the date once it occurs.

If my leave is approved, what happens next?

Guardian will send you a determination letter based on your selection of notification preferences detailing the following:

- The approval dates
- Statuses of the leave plans that apply to your leave request
- The amount of entitlement (time) you have used and have remaining on those leave plans
- Next steps or additional action needed throughout your request.

Guardian will share the approval dates with your employer.

What happens while I'm out?

- Guardian may need to be in contact with you, your employer, or your physician throughout your request.
- If you're unable to return to work when your request ends, please notify Guardian and your employer promptly.
- Check your request status any time at www.guardiananytime.com.

How do I access the self-service portal, Guardian Anytime?

You can use this link, www.guardiananytime.com, to access our self-service portal.

Once an intermittent leave is reported, how are the absences (occurrences) reported?

Once an intermittent leave has been reported, you (or your employer) can report intermittent occurrences through the self-service portal, or by calling Guardian at 1-800-268-2525.

Once a leave is reported to Guardian, is there a way to update or make changes to the leave?

After a leave has been submitted, updates can be made by calling Guardian at 1-800-268-2525, or through the self-service portal.

Note: All records and leaves are not available for viewing or making updates until after the FML intake.