

## Employee Responsibilities when Requesting FMLA

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Employees should follow the steps listed below to ensure accurate processing of FMLA requests:

### **Step 1: Provide timely notification to your supervisor or delegated manager.**

The employee is required to provide at least 30 days notice to their supervisor if the absence is foreseeable. If the absence is not foreseeable, notice should be provided within 2 business days of the employee's return to work or when the need for leave becomes known; without such timely notification, the employee may not subsequently assert FMLA protection for the absence.

### **Step 2: Verify details of your request including date of absence, qualifying family member (if applicable) and reason for absence.**

Once the supervisor or delegated manager submits the Online FMLA Request/Eligibility Form (FMLA1) and provides the employee a copy, it is the employee's responsibility to verify that all the information is correct (e.g. address, absence period, reason for absence). Any discrepancies must be immediately reported to the supervisor for correction.

**Note:** The employee is not required to disclose details regarding the reason for absence (medical information). However, to ensure accurate processing of their FMLA request, employees must indicate if the absence is for self, or for a qualifying family member and provide adequate information to confirm if the absence is associated with an existing condition for which FMLA has been previously requested.

### **Step 3: Provide supporting documentation by designated due date.**

It is the employee's responsibility to ensure that the Certification of Health Care Provider (FMLA4) is submitted to the AT&T FMLA Processing Unit within 15 days (plus 5 days for delivery) from the day the FMLA4 was given or mailed to them. If this document is not received within the allotted time frame, the request will be final denied.

If necessary, the employee may request an extension by utilizing the self service option available on the [FMLA Status Site](#). If the employee does not have access to this application, the request may be made by calling HROneStop at 1-888-722-1787 and using the automated voice response system (IVR). All requests for extensions must be made prior to the final due date.

Medical certificates sent by fax must be sent directly from the office of the health care provider, or the **original** medical certificate may be mailed to the AT&T FMLA Processing Unit. Mailed originals should be sent to:

AT&T FMLA Processing Unit  
105 Auditorium Circle 12th floor  
San Antonio TX 78205

Faxed items should be sent to 888-307-3652. All forms must be completed by an authorized Health Care Provider.

### **Additional Information:**

Read about [your rights under FMLA](#).

AT&T Southeast employees may visit the [FMLA Job Aids](#) to review a comparison of the Pre- and Post- merger FMLA Processes.

\*\*Employees and managers may access the [FMLA Status Site](#) at any time to verify receipt of forms (FMLA1, FMLA4), monitor due dates, obtain the outcome of current and past cases,

request extensions, and view/print copies of FMLA5 letters.

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