



## HR Absence Management

[www.Secova.com](http://www.Secova.com)

Secova's Absence Management service, **AbsenceLink™**, offers employers integrated absence and leave of absence administration. We provide a single point of intake for the reporting and tracking of incidental absence, FMLA, company leave, short-term disability (STD), long-term disability (LTD), Jury Duty, and Military Leave.

Workforce planning and productivity improve dramatically as absence information is collected, administered, and evaluated, freeing managers to focus on the core business and minimizing the impact of absence on the organization. Secova professionals are experts in tailoring a program specific to our client's size, scope, and complexity of absence issues and administering the program, providing the highest level of quality assistance.

### HR Absence Management includes:

- Centralized Intake & Administration
- Eligibility Verification
- Forms Fulfillment
- FMLA/LOA/Incidental Absence
- Targeted Reporting

## Centralized Intake & Administration

AbsenceLink™ utilizes a single point of intake which simplifies absence reporting and produces consistent, uniform documentation for all absence transactions. Via a toll-free dedicated line, employees can report any absence or leave request to an unbiased third party with expertise in leave management as well as state and federal mandated guidelines. Secova Leave Coordinators perform all absence/leave administrative functions, and all documentation is stored in a central database.

### Centralized Intake and Administration includes:

- Optional self-reporting web module
- Automatic notifications to all parties
- Coordination with STD/LTD/WC carriers, administrators
- Premium Billing and Collection for employees on leave
- System-generated alerts for time sensitive issues

## Eligibility Verification

Secova's state-of-the-art absence management software automatically calculates current balances for all absence and leave types. Leave Coordinators issue immediate determinations on length of service, hours worked, and qualifications for leave in accordance with regulations and company policy.

### Eligibility Verification includes:

- Employees can view absence information online
- FMLA regulations by state updated automatically
- Determination letters and notifications systematically generated
- Electronic interfaces with all payroll/HRIS systems

## Forms Fulfillment

Secova Leave Coordinators process all absence and leave paperwork. All documents are system-generated, speeding process time and ensuring consistency. Deadlines for completion are notated in the system and monitored closely. All fulfillment packets are customized for each client and include any or all of the following:

- Leave notification letter
- Approval / Denial letter
- Employee Handbook
- Disability information
- Return-to-Work instructions
- Certification of Health Care Provider form

## FMLA/LOA/Incidental Absence

Secova's absence management capabilities extend across the spectrum of absence and leave types. FMLA, medical leave, personal leave, military leave, are commonly administered, even when variations of each policy exist for individual employee groups within the company. Incidental or unscheduled absences such as sick time, PTO can also be tracked along with vacation time, jury duty, bereavement leave, etc.

### Advantages to Full Absence Outsourcing includes:

- All absence information is managed in the same system
- All absences are reported through the same source, streamlining processes and ensuring accurate reporting
- Many incidental absences are health-related, often developing into health or disability claims later on. Linking these absences to health enhancement programs improves ROI for all services.

## Targeted Reporting

AbsenceLink identifies absence trends and related costs, helping clients make strategic decisions about benefit plan design, health enhancement programs, and how to maximize productivity. Reporting options detail information by location, operational unit, supervisor, leave type, absence type, and more. Absence data can be extracted for any period of time and all reports can be exported to Excel for easy manipulation.

## Best-Shore Service Delivery

By leveraging our geographic and operational resources, Secova increases client options. With centers in both the U.S. and India, we are able to shape each solution around your financial goals, utilizing each of our locations to deliver the solution that provides the best value, both in quality and cost – a new approach for the mid-to large market companies looking to streamline their HR and Benefits Management operations.

**Not only can Secova's Absence Management service help streamline your absence administration, it is designed to help save your company money.**