



# Family Medical Leave Act (FMLA) Frequently Asked Questions

**I need to request time off of work to care for myself, a family member with a serious health condition, or care for a newborn. What do I do?**

Please notify your People Leader of any need for leave. You will need to apply for FMLA through New York Life.

As a reminder, Mosaic prohibits discrimination, interference with, or retaliation for an employee's exercise of or attempt to exercise privileges under this policy. Further, Mosaic does not consider the use of FMLA as a negative factor in any employment decision.

**Who is defined as a Family Member under FMLA leave?**

An employee's legal spouse, domestic partner, son or daughter, or parent are family members under FMLA leave.

**Do I need to show proof for my Domestic Partnership (similar to qualifying for Mosaic Healthcare Benefits)?**

No, when applying for Family Medical Leave for the care of a domestic partner you can just indicate that you are taking Family Medical Leave for a domestic partner.

**Can I use Family Medical Leave to bond with my newborn if I am not eligible for Parental Leave?**

Yes, an eligible employee can take unpaid Family Medical Leave for the birth, adoption, or foster placement of a child and to care for the child after birth or placement. The leave must be completed within the first 12 months after the birth or placement of the child.

**How do I apply for FMLA leave?**

Contact HR Connect at the [HR Portal](#), 855.660.6947 or [HRConnect@mosaicco.com](mailto:HRConnect@mosaicco.com). HR Connect will provide you with information on the FMLA policy, as needed, and will transfer you to New York Life to initiate the FMLA process.

**What is the eligibility for FMLA?**

You must be employed by Mosaic for a minimum of 12 months and have worked a minimum of 1250 hours during the 12 months immediately before the requested leave start date.

**How long will I be paid for my FMLA leave?**

FMLA is an unpaid leave.



### **What information does New York Life need from me?**

New York Life will initially ask for basic information like your name, address, work schedule, phone number, etc. New York Life will send a Notice of Eligibility letter. The documentation must be completed by your healthcare provider or your family member's healthcare provider and returned to New York Life before a determination can be made. For care of a newborn, documentation of the birth is needed.

### **What are the different ways I can receive my leave documents from New York Life?**

All communications and forms are available online after your claim is filed. You can view these items by logging on to [www.myNYLGBS.com](http://www.myNYLGBS.com), and clicking on the "Documents" tab. Additionally, you can request New York Life email your documents to you or send them directly to your doctor or treating hospital.

### **Do I still have benefits while I'm on leave?**

If you are covered under any of Mosaic's Benefit Plans (i.e. medical, dental, vision, life, and disability) your benefit costs will continue to be deducted from your pay. If you are on a continuous FMLA leave, you must continue, in a timely manner, to pay any regularly due premium payments. This applies to your 401K loan repayments as well.

If an employee fails to do so, Mosaic or its representative may make payments and recover the sum due upon the employee's return to work or arrange for direct billing, through Mosaic's third party administrator, for your benefits premiums. Failure to pay the required premium for benefit elections may result in the termination of health and welfare benefits without the eligibility to re-enroll.

***Please note, court-ordered garnishments, supports and 401K loans will also need to be paid during this time period.***

### **Once I'm on leave, is there anything I need to do to maintain it?**

If you are taking the leave intermittently, you are required to report any time taken to your site following normal reporting guidelines and to New York Life as soon as possible, but no later than within 48-hours of the absence.

You need to maintain contact with your New York Life claims manager. Your New York Life claims manager will stay in touch with you throughout your leave, provide you with status updates, and help you return to work quickly and safely. New York Life may work with you, your doctor, and Mosaic to extend your leave and/or assist with your return to work.

You can reach your New York Life Claims manager by contacting New York Life at 1-888-842-4462 between 8:00 AM and 8:00 PM ET, Monday through Friday. You can also reach out online at [www.myNYLGBS.com](http://www.myNYLGBS.com).

### **My FMLA leave overlaps a holiday. Will I receive holiday pay?**

You will not receive additional pay for holidays that occur during your FMLA leave, and they cannot be taken at a later date.

### **What happens to my vacation accrual while I'm on FMLA leave?**

If vacation accrual is forfeited as a result of taking this leave, it will not roll over to the following year.

### **What if my leave is denied? Can I appeal?**



Yes, you can appeal a denial of FMLA. A member of the leaves team will work with you through the appeal process. Contact HR Connect at the [HR Portal](#), 855.660.6947 or [HRConnect@mosaicco.com](mailto:HRConnect@mosaicco.com) with any questions related to the appeals process.

**I have returned to work and I cannot log in to Workday or GrowingU. What should I do?**

Upon returning to work from leave, you will need to contact the Global Service Desk at 1-866-258-8740 in order to have your single sign-on password reset.

**I have returned to work and my badge doesn't work. What do I do?**

Contact HR Connect at the [HR Portal](#), 855.660.6947 or [HRConnect@mosaicco.com](mailto:HRConnect@mosaicco.com).