General Leave of Absence Questions

Q. Will I have access to my JPS/Acclaim email while out on leave?

A. No, please forward this email/flyer to your personal email so that you have access to it as your JPS email will be suspended while you are on leave. This is to ensure you are not required to work while on leave and alleviate any employer interference claims or fraudulent disability claims; simply put, this process is in place to protect you while on leave.

Q. How do I Prepare to go out?

A. Please complete the Leave of Absence process on the JPS Intranet site 30 days prior to your expected leave date. For questions about your leave please reach out to Trina, her information is below:

***Trina Washington**, Sr. Leave Consultant*
Phone 817-702-1030 option 4, then 4 | Fax 817-702-2302 | FMLA@jpshealth.org

Our leave process can be found by going onto the JPS Intranet site. Go to **Human Resources > Total Rewards > Leave of Absence** or you can use this link from a JPS computer: **Human Resources** (https://jps/Intranet/Departments/HumanResources/EmployeeBenefits/LeavesofAbsences.aspx)
To apply for a leave, you can use this link from any computer or phone:
Login - AbsenceTracker or copy and paste into browser: jps.ess-absencetracker.com

Q. How do I file for Short Term Disability?

A. If you are eligible for Short Term Disability (STD) benefits you are required to use any available PTO during the 14-calendar day elimination period. After meeting the elimination period and upon receiving STD benefits, you have the option to continue using PTO or go unpaid by communicating with your department leader and/or scheduler. *Policy #: 01-020008-00 / Policyholder: Tarrant County Hospital District dba JPS Health Network*

For the disability claim, you may start the claim process one week in advance by calling **Symetra at 877-377-6773** or go online to **symetra.com/myGO**. A copy of this policy is available at Important Documents | JPS Health Employee Benefits (JPSEmployeeBenefits.org)

Q. How do I file for Hospital Confinement / Accident / Critical Life Benefits (If enrolled)?

A. You can open a claim online at **symetra.com/myGO** or call **800-497-3699** for assistance. A copy of this policy is available at Important Documents | JPS Health Employee Benefits (JPSEmployeeBenefits.org) *Policy #: 12379000 / Policyholder: Tarrant County Hospital District dba JPS Health Network*

Q. What happens with my retirement contributions while on leave?

A. While on leave, retirement contributions do not go into arrears. If you receive a paycheck large enough to make your contributions, deductions will be withheld and placed into your retirement account as usual. If you do not receive a paycheck while on leave, no deductions will be processed. Deductions will begin automatically once you start receiving paychecks again.

Q. How do I Pay my Premiums while on leave?

A. While on leave, it is your responsibility to ensure premium payments are made timely for any pay period in which they are due. Please follow this process during each pay period to get an updated balance and to make a credit/debit card payment over the phone. Please call **817-702-1030** option **4** for Total Rewards then option **1** for **Benefits**.

For Maternity Specific Leaves

Q. Is there an FMLA Combined Limitation?

A. Eligible spouses who work for the same employer are limited to a combined total of 12 workweeks of leave in a 12-month period for the following FMLA-qualifying reasons:

- the birth of a son or daughter and bonding with the newborn child,
- the placement of a son or daughter with the employee for adoption or foster care and bonding with the newly placed child

Q. What is the Great Beginnings program?

A. Are you using a JPS/Acclaim provider and/or delivering at JPS? If so, did you know the **JPS ENLIVEN Great Beginnings Program** provides you with the opportunity to earn rewards for taking the steps to ensure a healthy pregnancy and baby. *Plan is subject to change at any time.* ***Enroll from a JPS computer:*** https://forms.office.com/r/6FMn78Q19E or JPS ENLIVEN Great Beginnings Program (office.com)

You can use this link for more information: **Health & Wellness** (https://jps/Intranet/Departments/HumanResources/EmployeeWellness/GreatBeginnings.aspx)

Q. What is the Healthy Baby Program?

A. Cigna offers a Healthy Baby Program. The Cigna Healthy Baby Program will provide you with additional resources to guide you through your pregnancy and support you in making healthy choices for yourself and your baby. To begin the **Cigna Healthy Baby Program, contact Cigna at 800-244-6224** and its representatives will enroll you in the program. Once enrolled, you will receive a Mom-to-Be kit that includes resources, helpful tips and a weekly journal to help you track important information and count down to the arrival of your baby. Through Cigna, you will have access to maternity nurses, an audio library of pregnancy-related topics and online resources to support you during your pregnancy.

Q. Is a Lactation Consultant available?

A. JPS Health Network is designated by the Texas Department of Health Services as a Mother-Friendly Worksite and is supportive of breastfeeding. Multiple locations are offered to support mothers who want to continue providing breast milk to their infants and return to work. Make an appointment with a **JPS Lactation Consultant by calling 817-702-8013.**

Q. How do I add my Baby to my benefit plans?

A. To add your baby to your plans please reach out to our **Benefits Call Center at 844-880-6774** available between *Monday-Friday: 8:30 a.m. – 5 p.m. (CST)*. You will need to submit a **Birth Verification** document from the hospital or their **Birth Certificate** within **60 days** of birth to add them to your plans. *We are not aware of the birth, even if you deliver at JPS. Please follow up with their social security number when you receive one.*

Reminder: You only have a 60-day window to enroll your baby – Any missed premiums that occurred due to enrollment timing, will be collected.

Q. How do I find childcare?

A. We offer **Upwards** - Childcare Benefits for the Modern Family – Upwards is your personal assistant for finding full-time, licensed, quality early educators that are affordable and nearby. Signup at Upwards | Childcare benefits for JPS Health Network | Upwards | **Upwards upwards.com/benefits/jps** or call **Upwards at (817) 857-6227**.

Additional Resources / Information

Hinge Health

Hinge Health offers Simple, complete & personalized Musculoskeletal (back, joint & muscle pain & pelvic health) care FREE for our employees and their adult dependents enrolled in our Cigna medical plans. Go to **hinge.health/jpshealthnetwork** for Member Support contact help@hingehealth.com or call **855-902-2777**.

Employee Fund

The Employee Fund may offer Emergency Employee Financial Assistance for team members experiencing unexpected hardship. Contact them at employeefund@jpshealth.org.

EAP – Employee Assistance Program

The JPS Employee Assistance Program (EAP) is designed to support a healthier and more productive employee experience by assisting team members and their families with the challenges they face personally, professionally and financially. Call the **EAP** at **817-702-1688** or eapmailbox@jpshealth.org to get started with an appointment.

From a JPS computer: ***Employee Assistance Program***

Enhanced EAP with Alliance Work Partners (AWP) 24/7 Program

We've partnered with AWP to bring you exciting new resources! They offer programs and services to support you, at no charge. You and your household family members can access this confidential service to help with many life challenges including elder care, illness, grief and loss, stress, depression, family challenges and much more. Contact the **AWP EAP** anytime, day or night, by calling **1-800-343-3822** or visit **Alliance Work Partners | a WAP program** (awpnow.com) Select "**Access Your Benefits**" and use **Registration Code: AWP-JPS-5835**

PTO Donations

Employees may elect to donate accrued Paid Time Off hours to another employee who is unable to work and is incurring unpaid work time due to a personal or family member's catastrophic medical condition of a life-threatening nature or personal crisis. Here is the link if you have co-workers asking to help or need a reminder about the guidelines. *From a JPS computer:* PTO Donation

Retirement

If you currently have a 403b deduction, you may temporarily discontinue this deduction. (The 403b deduction is set up to be deducted out of your paycheck before any other benefits. If most of your PTO is absorbed by your 403b deduction, there may not be enough left to cover your regular benefit deductions.) Please contact **Empower** at **EmpowerMyRetirement.com** or over the phone with **Empower Customer Service at 1-855-756-4738** to adjust or stop your election while out on leave. Be sure to turn it back on once you have returned to work.

If you have questions about your retirement plans, please contact our Retirement Service Center at RetirementServiceCenter@jpshealth.org or **1-817-702-1030** option **4**, then **3** for Retirement Services.

Accessing Your Paycheck Stubs and Tax Documents

LOA team members will not be able to join on the JPS network, therefore you must go to JPS Health Network Paystub and Tax Documents (opmhc.jpshealth.org/auth/login) to review paycheck stubs and tax documents. Click on **Register User** to create a new account. Use your **personal email address** (not your JPS email address) to create a new username to gain access. If you have any issues or questions, please contact the **JPS Help Desk at 817-702-6222**.

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