



How to track intermittent absences

After requesting a leave through AbsenceResources®, you may be approved for the below leave types:

	Intermittent leave	Continuous leave	Reduced schedule leave
Definition	Sporadic absences for the following reasons: <ul style="list-style-type: none"> Treatment or appointment with a health care provider Flare-up or episodic incapacitation caused by the health condition 	Uninterrupted block of days missed	Pre-arranged schedule of days/ hours to be missed, as dictated by your health care provider
Examples	Occasional migraines, pre-scheduled doctor appointment	New-child bonding, recovery after surgery	Kidney dialysis appointments
Employee's Responsibility	Employee must do two things: <ul style="list-style-type: none"> Follow your normal call-off procedure for each absence Contact AbsenceResources within the designated deadline for each absence <p>NOTE: Treatments and appointments should be tracked in advance when they are first scheduled.</p>	After the initial approval has been received, no need to call with each absence; approved leave serves as notice BUT employees need to contact their absence management provider if there is a change in the start date or end date of the leave.	After the initial approval has been received, no need to call with each absence; approved leave serves as notice BUT employees need to contact their absence management provider if schedule needs to be changed.

How do you track intermittent time?

You can track intermittent time via the website, smartphone app, email, or phone.

- Website:** [absenceresources.com](https://www.absenceresources.com)
- Smartphone App:** AbsenceNowSM
- Email:** absencecenter@absenceresources.com
- Phone:** Live service or 24-hour automated system

What information do you need to provide?

You will need to provide: your name, your leave request number, the date that you missed work, how much time you missed, and if the time you missed was due to an Episode or an Appointment/Treatment. You will also need to provide your leave request number or condition. You cannot take time for a condition that is different than the condition your protected leave is for. If you have a new condition, you must open a new leave.



What is the difference between episode of incapacity and appointment/treatment?

Episode of incapacity

- If leave is for your own serious health condition, an episode is a period of time when symptoms of a serious health condition prevent you from attending work.
- If leave is for care of a family member's serious health condition, an episode is a period of time when your family member is experiencing severe symptoms and you cannot attend work because you must care for them.
- Episodes tend to be unscheduled and unpredictable.
- **Examples:** migraine, asthma attack, seizure.

Appointment/treatment

- An appointment/treatment is a period of time you cannot attend work due to your or your family member's treatment, recovery from a treatment, or for an appointment with the health care provider related to the serious health condition.
- **Examples:** physical therapy, chemotherapy appointment, insulin treatment.

What is the difference between certified intermittent frequency and entitlement?

Certified intermittent frequency

- This is the frequency with which your provider said you would need intermittent time based on your condition.
- This is not a total of number of hours you are approved for but the number of absences you might have.

- **Example:** You are certified for 2 appointments per month lasting 4 hours each. You take 2 hours off work for an appointment. You have used 1 appointment (even though it was less than 4 hours) and can take 1 more appointment that month lasting up to 4 hours.
- If you take more time than is certified (for example, in the scenario above, if you take time off for 3 appointments in a month or you take an appointment that lasts 8 hours) or if you show a pattern (for example, most of your absences are around your scheduled days off), or if your employer receives information that casts doubt on your leave of absence, you may be asked to recertify your leave.

Entitlement

- FMLA allows an eligible employee to take up to 12 weeks off in a 12-month period for an FMLA-qualifying condition. Entitlement is how much of the 12 weeks has been used and how much is left.
- **Example:** You took 3 weeks of continuous leave 6 months ago and a total of 2 weeks of intermittent time between episodes and appointments in the last 4 months. You work an average of 40 hours per week. If you call AbsenceResources to ask how much time you have left, the specialist will say that you have 280 hours left. Since you work 40 hours per week, you get 480 hours in a year. You used 180 hours for your continuous leave and 80 hours for your intermittent leave so far. You now have 280 hours of FMLA left total.
- Once exhausted, you will not be able to take FMLA-protected leave again until you regain time to use and are also eligible to use the time.

Call: 888-789-3994
TRS: Dial 711 **Fax:** 877.309.0218

App: AbsenceNowSM
Online: absenceresources.com

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