

# Veolia Cares: Caregiver Leave FAQ Employees

July 2024



## 1. Who is eligible for Caregiver Leave?

- Caregiver Leave is available to all regular employees working 20-hours or more including those under a Collective Bargaining Agreement (CBA)

## 2. Who administers the Caregiver Leave? Who do I contact if I have questions?

- Lincoln Financial, Veolia's disability & leave third party administrator, administers Caregiver Leave. Employees can call Lincoln Financial 844-247-4446 for questions or to initiate a claim

## 3. Effective date is 6/1, how will this be handled retroactively for caregiver needs in June?

- Lincoln Financial has advised their system is set up to take caregiver leaves retroactively back to June 1. Employees should call Lincoln Financial 844-247-4446 to initiate

## 4. How does Caregiver leave differ from FMLA?

- Caregiver Leave provides unpaid leave for certain relationships not covered by FMLA or when an employee does not have eligibility for FMLA leave, but still needs to take time off to take care of an eligible family member

## 5. What is considered a Qualifying Family member (QFM)?

| Covered relationship(s) | FMLA | Caregiver Leave |
|-------------------------|------|-----------------|
| Children*               | Yes  | Yes             |
| Parent(s)**             | Yes  | Yes             |
| Spouse                  | Yes  | Yes             |
| Domestic partner        | No   | Yes             |

|                             |    |     |
|-----------------------------|----|-----|
| Parent-in-law               | No | Yes |
| Grandparent(s)              | No | Yes |
| Brother(s) (Including Step) | No | Yes |
| Sister(s) (Including Step)  | No | Yes |

\* biological, adopted, or foster child, stepchild, legal ward, or child of a person standing in loco parentis as defined under FMLA

\*\* biological, adoptive, step or foster parent, or any other individual who stood in loco parentis as defined under FMLA

**6. Does this policy provide job protection if the employee is not FMLA eligible or they are taking leave for a family member not defined under FMLA?**

- Yes, this policy provides job protection – similar to 12-weeks for FMLA leave – if the employee is not FMLA eligible or taking leave for a family member not defined as FMLA eligible

**7. What is considered a Serious Health Condition?**

- An illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents the qualified family member from participating in school or other daily activities.
- Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition.
- Other conditions may meet the definition of continuing treatment. For purposes of this Policy, the term “Serious Health Condition” is defined consistent with the terms of the federal Family and Medical Leave Act (FMLA)

**8. I applied for Caregiver Leave, but received a denial letter for FMLA - am I still eligible for Caregiver Leave?**

- Even though you received a denial letter for FMLA, you may still be eligible for Caregiver Leave. The FMLA denial letter will be automatically generated when you call Lincoln to initiate the claim. This will then be the trigger for Lincoln Financial to create the Caregiver Leave. If eligible for Caregiver Leave, you will receive an acknowledgment letter on the Caregiver Leave

**9. Can I take care of multiple family members in 1 year?**

- Yes. The maximum duration of all leaves cannot exceed 12 weeks

**10. If I need to take care of multiple family members in 1 year, will it be multiple leave claims or just 1?**

- It will be consider multiple claims

**11. What documentation is required for me to be approved for Caregiver Leave?**

- Lincoln will request medical certification much like FMLA

**12. What if I work in a state that offers paid family leave to take care of a family member?**

- Employees may be eligible for paid or unpaid leave for family caregiving purposes under applicable federal, state, or local laws. Contact Lincoln Financial at 844-247-4446 (or successor provider) for more information

**13. Can I use sick time or vacation time for the leave?**

- Employees may, but are not required to, use any available accrued paid time off (e.g., Vacation, Float or Paid Safe & Sick Leave) to receive pay during otherwise unpaid Caregiver Leave, in accordance with the terms of the paid time off policies
- Flexible Time Off (FTO) cannot be used during Caregiver Leave

**14. How do I report time if I have an intermittent Caregiver Leave?**

- You will notify Lincoln when you need to go out and provide the duration of time. It is also important that you notify your supervisor so they can make sure it is updated in your timesheet
- While individual situations vary, it is generally recommended to file your claim with Lincoln Financial 30 days in advance of your expected leave, as well as to inform your manager for transition planning

**15. How do I request or start a Caregiver Leave claim?**

- Contact Lincoln Financial Group at 1-844-247-4446 or file your claim online at [MyLincolnPortal.com](http://MyLincolnPortal.com). If you have not registered online before, you will need to register as a new user. Our company code is: **VEOLIA**

**16. How does an employee submit documents to Lincoln?**

- Employees would either submit documentation through the Lincoln portal, they can email [NationalsAbsence@ifg.com](mailto:NationalsAbsence@ifg.com) or they can fax to 603-334-0401

**17. How will I pay for benefit premiums while I am out?**

- If you are on an approved continuous caregivers leave, you will be set up on direct bill with Wex, our current third-party administrator. You will receive communication from the Veolia Benefits Center
- If you are on an approved intermittent caregivers leave, you will continue to have benefit deductions via Veolia Payroll

**18. Who should be my main point of contact during my leave that I provide updates to?**

- The main point of contact for updates should be provided to your case manager at Lincoln, your manager and your HRBP
- Requests for supplemental pay should be emailed to [payrollssc@veolia.com](mailto:payrollssc@veolia.com)

**19. What should I do when I am ready to return? Is there documentation or additional return to work items that need to be submitted?**

- You will need to notify your case manager at Lincoln of your expected return date.
- Also, please make sure that your manager and HRBP are aware of your return to work date

**20. If I choose to not use my accrued time, what type of notification should I send to Payroll?**

- Employees need to authorize Payroll to use the employee's PTO, otherwise it's unpaid

**21. If I take intermittent leave, who do I submit my time off to?**

- You should record your leave time in your timesheet. Please contact your HRBP or your supervisor to make sure it is updated timely

**22. What type of notifications will I receive from Lincoln?**

- The same notifications you would expect to receive on FMLA; acknowledgment, approval, extension, closure

**23. What's the typical approval timeline at Lincoln?**

- Lincoln's goal is to approve leaves within **3 business days**. The approval process might take additional time than what is expected due to not receiving documentation timely (example: medical records from your QFM's Physician might not be received timely.) If you have questions on your leave status, please follow up with your assigned case manager at Lincoln Financial

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Last update: 07/26/2024

Subject to update. If there are discrepancies between this document and plan document, plan document prevails.