

Team Member Dashboard Experience

After you log in, AbsenceOne's dashboard provides at-a-glance information about your current claims via the **Claims Calendar**, **Activity Stream**, and **Notifications** sections. Additional features allow you to communicate with your claims specialist and learn more about disability and leave of absence benefits.

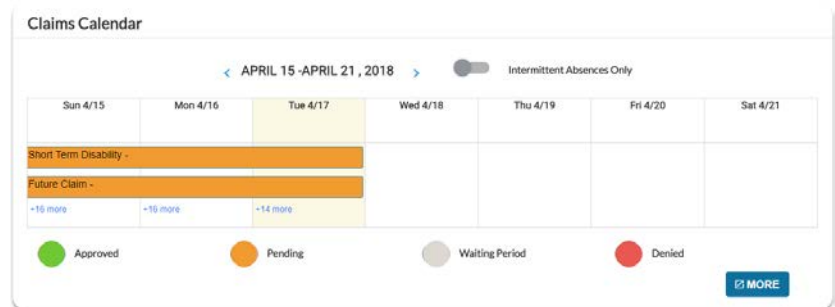
To easily access the features described below, click the menu button ☰ in the upper-left corner. To include closed claims from the **Activity Stream**, **Communication Center**, and **Claims Calendar** sections, select the **Include Closed Claims** check box at the top of the dashboard.

To explore a section in depth, click **More**. To return to this dashboard, click **Home** at the top of the page.

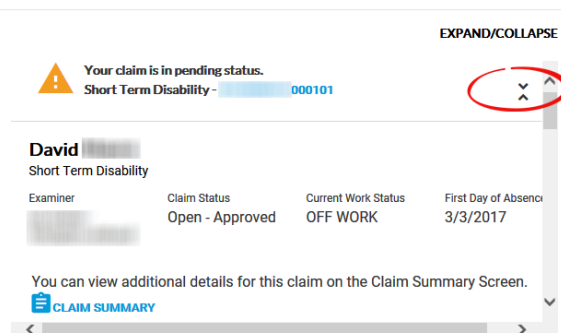
Claims Calendar



The **Claims Calendar** section shows your absences and their statuses in a weekly view. Click **More** to see a monthly view of your absences.

You can also filter a calendar to display only intermittent absences.






Claims Calendar




Click an absence on the calendar to view its status and see the related claim number. Click  under the **EXPAND/COLLAPSE** heading to view additional claim information, and click  to hide it.

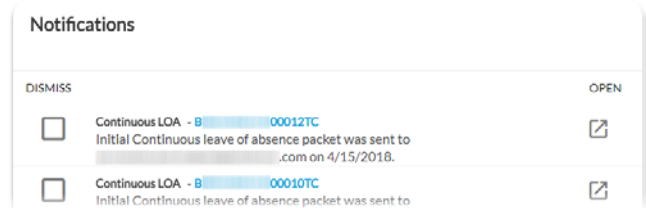
Click a blue claim number to view details for that claim.

Notifications

This section displays updates and important events regarding your claims. Click **Open**  to view additional information about a notification. Click  **EXPAND** to view additional claim information, and click  **COLLAPSE** to hide it.

Check the **Dismiss** box beside one or more notifications and click  **UPDATE** to remove them from view.

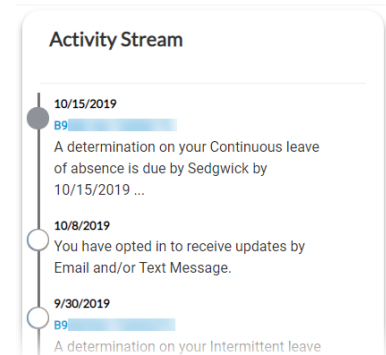
Click a blue claim number to view details for that claim.



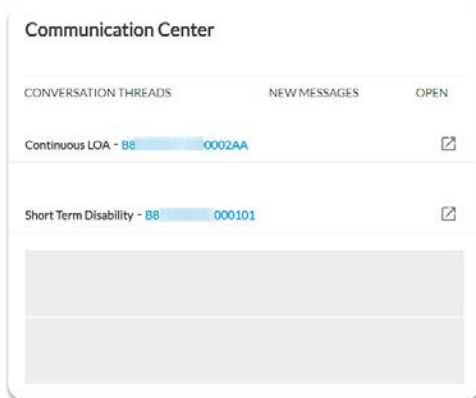
Activity Stream


The **Activity Stream** shows you all milestone dates for your claim(s), with the most recent activity listed first. Click **More** to open the Activity Stream page, from which you can enlarge an event node to see more detail by clicking the plus sign (+) to the left. If you are required to provide information for a claim, you can enter or upload it from this page.



Click a blue claim number to view details for that claim.



Communication Center





The **Communication Center** enables you to communicate directly with your specialist through AbsenceOne. Click **Open**  to start a conversation thread. Type your question or message to the examiner in the text box at the bottom of the section. Responses are typically available in the **Communication Center** within one business day.

Click  to view additional claim information and click  to hide it.





Click a blue claim number to view details for that claim.


My Claims

The My Claims section lists all open claims and any that closed within the past 24 months.

Click a blue claim number to view details for that claim, the pencil  to report your return to work date (if available), or the cap  to visit the Learning Center. You can also click the graphic at the bottom to report a new claim, when available.

My Claims

BEGIN DATE/ DATE OF INJURY	TYPE	CLAIM NUMBER	STATUS	REPORT RETURN TO WORK	LEARNING CENTER
9/2/2019	Continuous LOA - Bereavement	B9	Open - Pending		
8/6/2019	Continuous LOA - Pregnancy	B9	Open - Pending		




Report New Claim

Need to report a new claim? You can start a new claim by [clicking here](#).




[MORE](#)

Learning Center

The **Learning Center** is a document library offering information to assist and educate you throughout the claims process. Click **Visit The Learning Center** to read about short-term disability and FMLA leave. You can also access additional information and helpful links from this section.

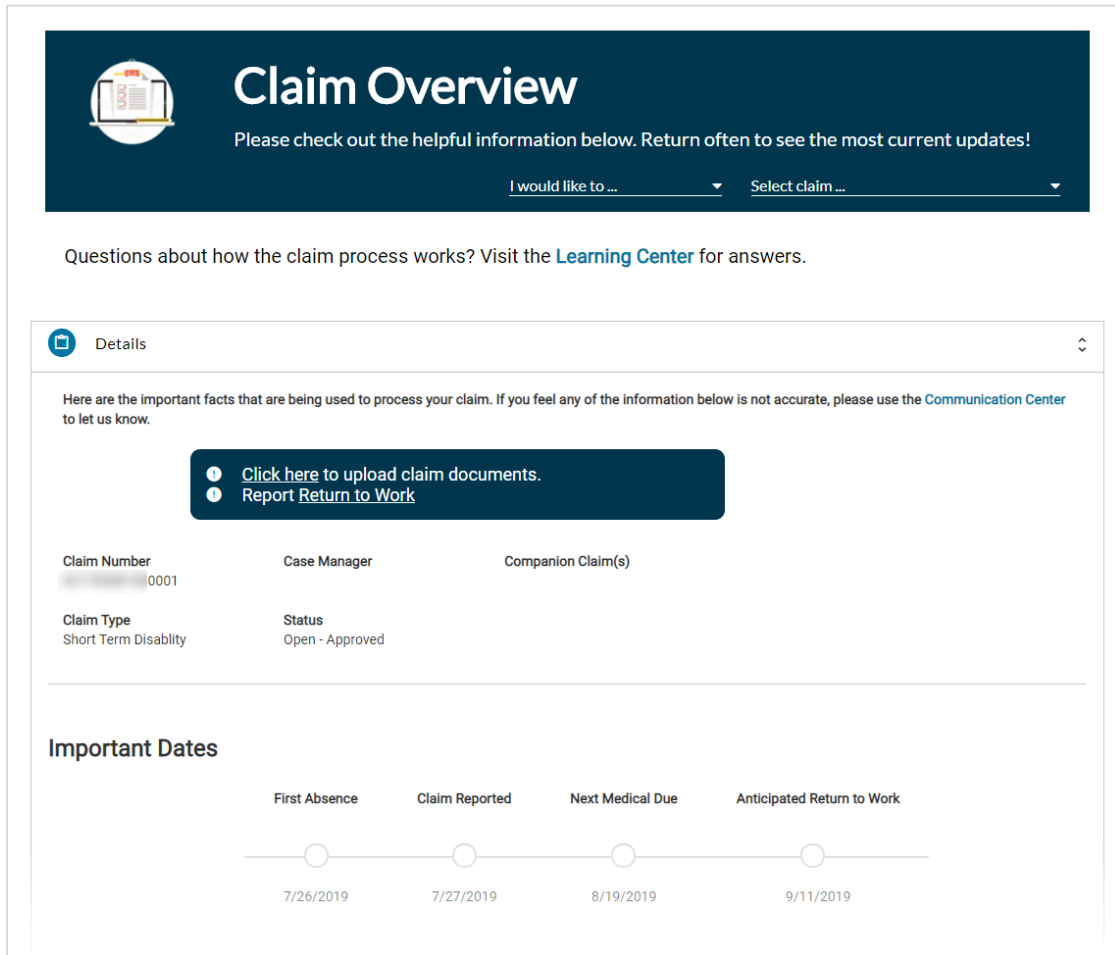


Visit The Learning Center

	OPEN
FAQ and Training Documents	
Helpful Links	
Helpful Videos	

Claim Overview

The Claim Overview page contains all the information relevant to a claim. You can open this page by clicking any blue claim number on your dashboard or My Claims page.





The screenshot shows the 'Claim Overview' page. At the top, there is a dark blue header with the title 'Claim Overview' and a sub-header 'Please check out the helpful information below. Return often to see the most current updates!'. Below this, there are two dropdown menus: 'I would like to ...' and 'Select claim ...'. A link to the 'Learning Center' is provided for questions about the claim process. The main content area is titled 'Details' and contains a message: 'Here are the important facts that are being used to process your claim. If you feel any of the information below is not accurate, please use the Communication Center to let us know.' Below this message is a dark blue button with two links: 'Click here to upload claim documents.' and 'Report Return to Work'. The claim details are displayed in a grid format:

Claim Number 0001	Case Manager	Companion Claim(s)
Claim Type Short Term Disability	Status Open - Approved	

Below the details is a section titled 'Important Dates' with a timeline showing four key dates:

First Absence	Claim Reported	Next Medical Due	Anticipated Return to Work
7/26/2019	7/27/2019	8/19/2019	9/11/2019

The following helpful features are available on the Claim Overview page:

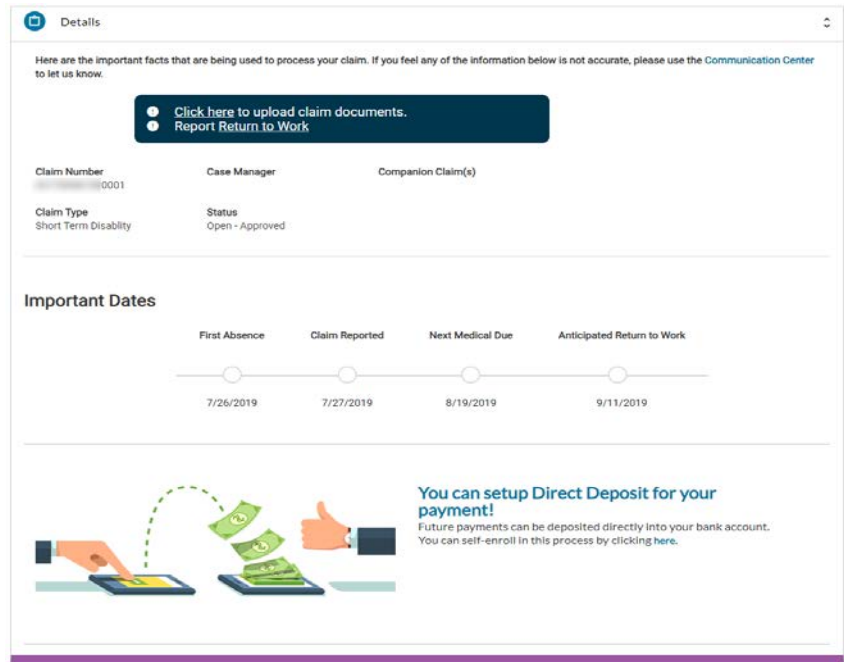
I would like to...	Click this option in the page header to choose from additional tools. The list varies by type of claim and your role (as Team Member or Leader) but may include the following: <ul style="list-style-type: none"> • Return to Search Results (Leader only) • View Documents and Forms • Upload Documents
Select Claim	Click this option in the page header if you have multiple claims and would like to view another claim's details.
	Expand to view additional details.
	Collapse to hide additional details.

The Claim Overview page provides the following sections (which vary by claim type as indicated):

Details

The **Details** section, shown here, provides basic information about your claim, including a time line of important dates. Reminders and links to useful tools and features may also appear at the top of this section.

If available, click the graphic at the bottom of this section to sign up for direct deposit. See “Signing Up for Direct Deposit” on page 9 for details.



Details

Here are the important facts that are being used to process your claim. If you feel any of the information below is not accurate, please use the Communication Center to let us know.

- Click here to upload claim documents.
- Report Return to Work

Claim Number 0001	Case Manager	Companion Claim(s)
Claim Type Short Term Disability	Status Open - Approved	

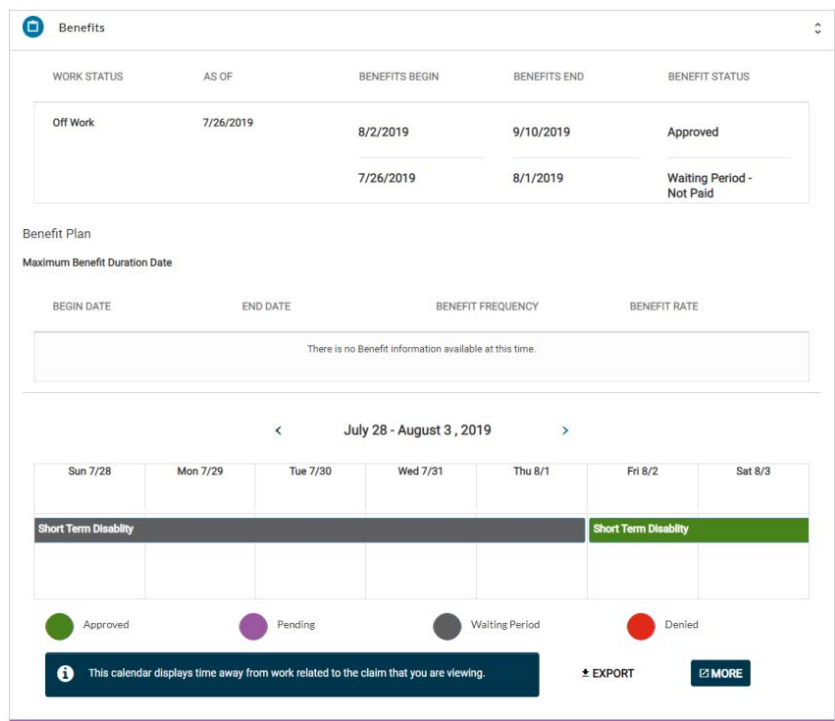
Important Dates

First Absence	Claim Reported	Next Medical Due	Anticipated Return to Work
7/26/2019	7/27/2019	8/19/2019	9/11/2019

You can setup Direct Deposit for your payment!
Future payments can be deposited directly into your bank account. You can self-enroll in this process by clicking here.

Benefits

This section provides information about your disability claim’s work status changes and benefit plan details. Up to four records are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.



Benefits

WORK STATUS	AS OF	BENEFITS BEGIN	BENEFITS END	BENEFIT STATUS
Off Work	7/26/2019	8/2/2019	9/10/2019	Approved
		7/26/2019	8/1/2019	Waiting Period - Not Paid

Benefit Plan

Maximum Benefit Duration Date

BEGIN DATE	END DATE	BENEFIT FREQUENCY	BENEFIT RATE
There is no Benefit information available at this time.			

July 28 - August 3, 2019

Sun 7/28	Mon 7/29	Tue 7/30	Wed 7/31	Thu 8/1	Fri 8/2	Sat 8/3
					Short Term Disability	

Approved
Pending
Waiting Period
Denied

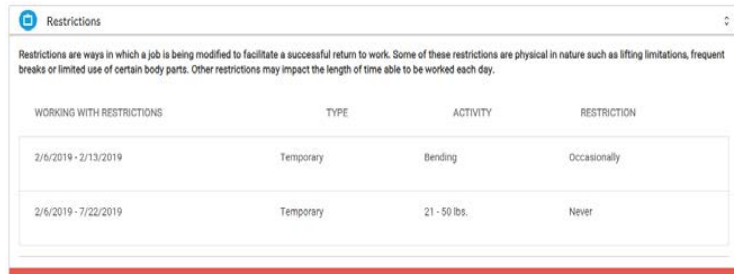
This calendar displays time away from work related to the claim that you are viewing.

EXPORT MORE

Restrictions

The **Restrictions** section for disability claims displays work restrictions the team member is under (if applicable) and the dates to which the restrictions apply. Up to four restrictions are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.

Note: This section is not displayed if the claim has no existing restrictions.

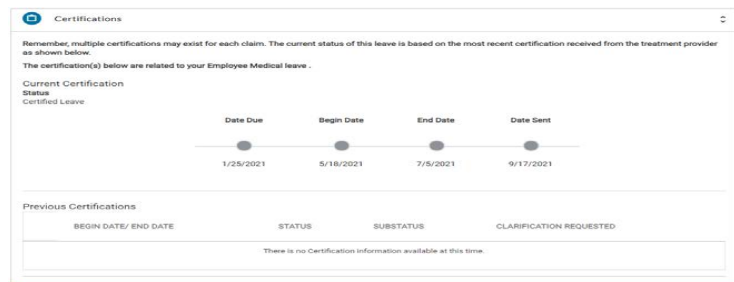


Restrictions are ways in which a job is being modified to facilitate a successful return to work. Some of these restrictions are physical in nature such as lifting limitations, frequent breaks or limited use of certain body parts. Other restrictions may impact the length of time able to be worked each day.

WORKING WITH RESTRICTIONS	TYPE	ACTIVITY	RESTRICTION
2/6/2019 - 2/13/2019	Temporary	Bending	Occasionally
2/6/2019 - 7/22/2019	Temporary	21 - 50 lbs.	Never

Certifications

This section provides information about medical certification applicable to the leave claim. Up to four certifications are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.



Remember, multiple certifications may exist for each claim. The current status of this leave is based on the most recent certification received from the treatment provider as shown below. The certification(s) below are related to your Employee Medical leave.

Current Certification Status
Certified Leave

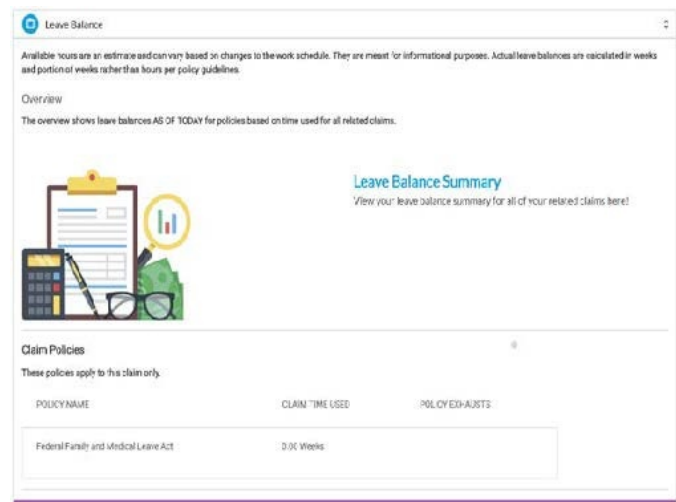
Date Due	Begin Date	End Date	Date Sent
1/25/2021	5/18/2021	7/5/2021	9/17/2021

Previous Certifications

BEGIN DATE/ END DATE	STATUS	SUBSTATUS	CLARIFICATION REQUESTED
There is no Certification information available at this time.			

Leave Balance

The **Leave Balance** section, shown here, lists any leave policies applicable to the current leave claim, as well as the amount of time used for each policy. Up to four policies are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.



Available hours are an estimate and can vary based on changes to the work schedule. They are meant for informational purposes. Actual leave balances are calculated in weeks and portions of weeks rather than hours per policy guidelines.

Overview
The overview shows leave balances AS OF TODAY for policies based on time used for all related claims.

Leave Balance Summary
View your leave balance summary for all of your related claims here!

Claim Policies
These policies apply to this claim only.

POLICY NAME	CLAIM TIME USED	POLICY ADJUSTS
Federal Family and Medical Leave Act	0:00 Weeks	

Work Schedule

The **Work Schedule** section for leave claims displays your most recent work schedule (i.e., number of hours scheduled to work per day). Multiple work weeks may be available depending on your schedule.

Work Schedule

Here is the most recent work schedule we have on file. If this is not the current work schedule, please use the Communication Center to provide your accurate schedule.

Effective Date
5/18/2021

WEEK 1 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0

Effective Date
5/18/2021

WEEK 2 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0

Contact Preferences

This section lists your contact information, including your address, home phone, mobile number, and email address. You can edit this information and also indicate whether you would like to receive emails and text messages about your claim.

Note: Contact Preferences is not displayed to leaders viewing your claim.

Contact Preferences

This is the information where we will contact you with important claim updates. Please make sure it is accurate. To get the quickest updates on your claim, please make sure you opt in for text and email!

Contact Address
 Way
 Littleton, CO 80123
 USA

Home Phone
 678234

Mobile Phone

Email

[Edit](#)

Would you like to receive Emails and/or Text Messages regarding your claim?

If you would like us to send you electronic status updates regarding your claim, payment, and receipt of documentation sign up here.

