



## Your guide to an easier claims process

UnitedHealthcare disability and absence management solutions are designed to provide a streamlined, simplified experience. This guide outlines the claims process for Family and Medical Leave Act (FMLA) administration, Short-term Disability (STD) and Paid Family and Medical Leave (PFML) plans—so you and your employees will know what to expect all along the way.

### We're here to help

Call UnitedHealthcare  
Claims Customer Service at  
**1-866-556-8298**  
Monday–Friday, 8 a.m.–8 p.m. ET

# Here's how it works

## 1. Employee begins process

For employees to start an FMLA, STD or PFML claim, they'll need to:

- **Notify employer** – Employees should let their supervisor and human resources (HR) representative know about their absence from work
- **Gather info** – Employees can use guidance found on the “Requesting an FMLA or STD Claim” document—they'll need it for the claim intake portal or call

If the absence is due to their own serious health condition, the employee will need to complete an Authorization—found on the “Requesting an FMLA or STD Claim” document—which allows their UnitedHealthcare claim/leave specialist to obtain additional related medical information.

## 2. Employee begins a leave request

Employee has 2 ways to file a claim:

- **Member claim portal** – Sign in to [myuhcfp.com](https://myuhcfp.com) and select the **Start a claim** icon to begin the process.
- **Phone** – Call toll-free at **1-866-556-8298** to speak with a claim intake representative.

Once their claim is started, the employee will receive a call from a UnitedHealthcare claim intake representative who may:

- **Walk through the process** – Employees will provide information that's needed for the claim(s)
- **Discuss additional needs** – This includes medical information that may be needed to support the claim(s)
- **Review the certification form** – The form is sent to the employee following the call

After the call, employees will:

- **Return the certification form** – The form is due back within 15 days
- **Work with a claim/leave specialist** – The specialist will obtain any additional medical information directly from providers

## 3. Employer submits electronic eligibility file

To initiate employee FMLA, STD or PFML claims, employers submit a scheduled data file to support your absence programs. This means there are no paper forms for your HR representative to complete.

Your HR representative may be contacted for additional items—such as a job description or payroll records—to support a claim review.

## 4. Claims are assigned

Based on complexity and caseload, claim assignments follow a 3-tier triage model. If an employee has multiple claims covered under multiple UnitedHealthcare plans (FMLA, STD, PFML), they'll work with a specialist within the related plan.

## 5. Leave certifications are submitted

FMLA and PFML claims require completed Leave Certification forms. To help minimize the amount of information and paperwork needed, the forms address all areas of the claim, including:

- The employee's health condition
- Family leave
- Bonding leave
- Military exigency
- Family care of a military member
- Safe leave



## 6. Claim status and decision letters are sent

To help keep you and employees informed, claim status letters will be sent to employees and the designated HR representative at key action points throughout the claim review process.

## 7. Benefit payments are sent to employee

STD and PFML benefit payments are paid by check to employees. Employees can opt for direct deposit during the intake call. In situations where both STD and PFML benefits are payable, employees will receive 2 separate checks and 2 separate claim notices. Both payments include the option of direct deposit.

**NOTE:** PFML benefits are primary, meaning employees will receive eligible benefits under PFML first; these benefits will be offset from any STD benefits payable.

## 8. Employee returns to work

Following their period of disability, most employees return to work full-time while others may need job accommodations for a successful return to active work.

UnitedHealthcare STD plans include a voluntary rehabilitation program at no additional cost, to assist employees in their return to work. The program's specialists will determine eligibility.

Plans are developed by program specialists, the employee's physician and other appropriate specialists. The program may include services like:

- Coordinating with the employer to assist with the return to work
- Evaluating adaptive equipment and how the disability may impact employment options
- Providing job placement services, résumé preparation and job-seeking skills training
- Retraining for a new occupation
- Assisting with relocation that may be part of an approved return-to-work program

## Contact us

**1-866-556-8298** Monday–Friday, 8 a.m.–8 p.m. ET  
Fax 1-866-334-0985 | [fpcustomersupport@uhc.com](mailto:fpcustomersupport@uhc.com)

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