

Family and Medical Leave Call-In Procedure (QQuest 1-866-638-7613)

(Initial and subsequent absences)

'New' (FMLA) Leave Request:

- All employees who need to submit a new FMLA leave request must first notify his or her direct supervisor as soon as practicable once the need for leave is known. Employee continues to be responsible for adhering to all established call-in requirements regardless of the reason for an absence.
- Next, the employee must promptly contact Bi-State Development's **Absence Management Department** at **314-982-1597** (Monday through Friday between the hours of 8:00 a.m. through 4:30 p.m.) to request the new FMLA leave. If the reason for the leave is not foreseeable, such as an emergency hospitalization, or an illness or injury where a physician has/will deem you as incapacitated for more than 3 consecutive full calendar days, then the request shall be made as soon as practicable once the employee learns of the need for leave. An employee will have up to 5 calendar days maximum from the start of the absence/incapacity period to contact the Absence Management Department on a new unforeseen leave for the request to be given FMLA considered from the start date forward.
- The employee will be responsible to fulfill the daily call-in requirements for related absences immediately going forward once FMLA leave has been requested from the Absence Management Department. Employee must call in for each day of related absence, on the day of the absence, **(QQuest 1-866-638-7613)** until a leave request is finally approved outlining the approved period.

Pending Request and/or Approved 'Continuous' Leave:

- Employee is required to call **QQuest (1-866-638-7613)** for each day of absence, on the day of the absence, to fulfill the daily call-in requirements for related FMLA requested absences until an approval on the request is made. The employee's obligation for calling in does not cease until the employee receives a written Designation Notice stating the timeframe of the approved period, at which time, the employee does not have to continue the call-in requirement for the balance of the approved *continuous* period.

Pending Request and/or Approved 'Intermittent' Leave:

- The employee will be responsible to fulfill the daily call-in requirements to **QQuest (1-866-638-7613)** for related absences immediately going forward once FMLA leave has been requested from the Absence Management Department. Employee must call in for each day of related absence, on the day of the absence, until a leave request is finally approved.
- An employee who needs to take FMLA time on an open approved *intermittent* leave must call **QQuest (1-866-638-7613)**, as soon as practicable, on the day of the absence, for each related absence. Bi-State Development's established customary call-in requirements for FMLA shall be used to determine if a call-in is considered timely for FMLA purposes.

Attention: Adhering to the above call in requirements for requesting and/or declaring FMLA does not release an employee from any Facility/Departmental call in requirements such as the 25-minute **MISS Rule**.