

# DXC Leaves of Absence Guide

*For Employees in the U.S. and Puerto Rico*





## Planning a Leave of Absence (LOA) and LOA Process/Administration

### Contents

Types of LOA .....	2
LOA Examples .....	2
Roles and Responsibilities.....	3
LOA Process – Steps for Employees .....	4
Types of LOAs handled by DXC.....	5
Communication Documents.....	6
Absences and Time Entry.....	8
FMLA Intermittent Absences and Time Entry .....	9
Continuous LOAs with and without Short-term Disability (STD).....	10
For More Information .....	11
Contact Information.....	11

**DXC has designated The Hartford as Administrator for most Leaves of Absences.**

**For absences not related to LOAs administered by The Hartford, employees should follow DXC Policy, department and/or worksite call-out procedures, as applicable.**

## Types of LOA

The Hartford handles the following types of Leaves:

- Family and Medical Leave Act (FMLA)
  - 12 weeks/480 hours of unpaid, job-protected Leave in a 12-month period
- ADAAA – Americans with Disabilities Act Amendments Act (Non-FMLA)
  - Continuous only (not Intermittent)
  - For employee’s own condition (does not apply to family members)
- Military – Active Duty and/or Reservist 2-week Annual Training
- New York (NY) Paid Family Leave (PFL)

## LOA Examples

- Employee’s own serious health condition
- Provide care for an illness of an eligible family member such as a spouse, child, or parent
- Birth, adoption or foster care placement of a child
- Qualifying situations related to a family member’s enlistment for or recall to Active Military Duty

## Roles and Responsibilities

### **The Hartford**

- Administers DXC's Leave and Disability benefits for the U.S. and Puerto Rico
- Intake employee information, process documentation and claims
- Answer questions and provide employee support
- Official tracker of FMLA hours taken and approved

### **Employees**

- Contact The Hartford 30 days prior to last day of scheduled work
- Contact The Hartford same day or next business day for unscheduled LOA
  - Note: A family member may also contact The Hartford on the employee's behalf
- Contact The Hartford for each Intermittent FMLA absence used
- Notify Manager when calling out for an unscheduled Intermittent FMLA full day absence
  - Indicate that FMLA job protection is being applied

### **Managers**

- Direct employees to contact The Hartford for LOA assistance
- Direct employees to contact The Hartford to report all absences related to their LOA
- Contact The Hartford on an employee's behalf, if needed
  - If the employee or family member is unable to contact The Hartford to open a LOA
- Contact Shared Services/open an HRConnect Case if escalation is deemed necessary
  - Questions arise from communications received from The Hartford
    - Frequency and/or duration questions
    - Timekeeping instruction questions

### **Global Shared Services – HR – LOA Specialists**

- Coordinate administration with The Hartford, as needed
- Respond to:
  - The Hartford inquiries
  - Inquiries regarding DXC benefits while on LOA
  - Related HRConnect Cases
  - Respond to Business Unit Manager and/or HR escalations
- Provide time entry clarification/guidance, as needed
- Forward relevant LOA information to Manager/Supervisor, if applicable
- Coordinate with Employee Relations, if applicable

## LOA Process – Steps for Employees

### **For Planned Absences**

- In advance, notify your day-to-day Supervisor and/or Manager, as applicable
- Call The Hartford 30 days in advance of the scheduled LOA/expected last day of work
  - The Hartford can be reached at 1-888-977-8768, Monday – Friday, 8am – 9pm Eastern Time or at [www.TheHartford.com/mybenefits](http://www.TheHartford.com/mybenefits)

### **For Unplanned Absences**

- Notify your day-to-day Supervisor and/or Manager, as applicable, the same day or next business day after the need for a LOA is known
  - A family member or Supervisor/Manager may contact The Hartford on an employee's behalf.
- Contact The Hartford the same day or following business day through either The Hartford "call-in" or "on-line" option.
  - If the employee is incapacitated, a family member or Supervisor/Manager may call on an employee's behalf.
  - The Hartford can be reached at 1-888-977-8768, Monday – Friday, 8am – 9pm Eastern Time or at [www.TheHartford.com/mybenefits](http://www.TheHartford.com/mybenefits)

### **For All Absences**

The Hartford will ask for the following:

- Employee name, address and other key identification information
  - Computer Sciences Corporation (dba DXC Technology) Policy Number: 402775
  - NY Paid Family Leave (PFL) Policy Number: 647054
- Department name and last full day of active work
- Supervisor and/or Manager's name and phone number
- Nature of claim or Leave request
- Treating physician's name, address, phone and fax numbers

### **Coordinating Short-term Disability (STD):**

- Waiting/Elimination period:
  - Available Paid Leave (accrued Sick Leave and/or Flexible Vacation, as applicable) is entered until exhausted/per policy OR until Short-term Disability waiting/elimination period is met/satisfied, whichever occurs first.
- All available/accrued Sick Leave MUST be exhausted prior to entering Flexible Vacation
- This applies to all situations, even for regular/non-LOA related illness absences.
- FMLA eligible – FML or FMLA acronyms always precede time entry description, e.g. if eligible, FML Sick, FML Flex Vacation, FMLA Sick, FMLA Vacation (based on time-entry system)
- No further time is to be entered once available Leave is exhausted or STD waiting/elimination period is met/satisfied.
- Flexible Vacation cannot be taken/recorded/used for more than ten (10) consecutive workdays at a time
  - Applies to full or partial days

- After recording Flexible Vacation for 10 consecutive workdays:
  - The employee must be actively back at work/recording worked hours for at least twenty (20) consecutive workdays
  - No additional Flexible Vacation can be requested/recorded/used before the twenty (20) consecutive workday requirement is satisfied

### **After The Hartford Processes Your Request**

- DXC paychecks cease once employees are placed “On Leave” in Workday
- Once in an inactive pay status in Workday (“On Leave”), employees pay benefit premiums directly to Alight, DXC’s Benefits Administrator
  - Direct Bill information will be included in employee LOA Package (Rights and Responsibilities)
  - All Direct Bill questions should be directed to Alight at 1-877-627-4015
- If elected, certified by attending physician and Disability claim is approved, employees receive STD payments directly from The Hartford
- Time Entry instructions are included with every LOA notification.
  - These instructions should be strictly followed.

### **When You are Ready to Return to Work**

- Before you can return to work:
  - A release to Return to Work (RTW) Form or release notification on physician letterhead **MUST** be scanned and emailed to [CSS\\_US\\_Leave\\_Disability\\_Life@dxc.com](mailto:CSS_US_Leave_Disability_Life@dxc.com) to ensure that you are returned to active status timely.
  - If an RTW notification is not received by [CSS\\_US\\_Leave\\_Disability\\_Life@dxc.com](mailto:CSS_US_Leave_Disability_Life@dxc.com):
    - You will not be able to enter time
    - Your pay/paycheck may be delayed

### **Types of LOAs handled by DXC by opening an HRConnect Case**

- Jury Duty
  - Upon Jury Duty Summons, employee must notify their Supervisor and/or Manager
  - Employee must open an HRConnect Case and attach copy of supporting documentation
- Personal
  - Eligibility: Only Employees that have been employed with DXC for at least one (1) year. Continuous Service Date supports eligibility
  - Must obtain Supervisor and/or Manager approval
  - Duration: maximum 30 days of unpaid Leave

- Sabbatical
  - Eligibility: Only Employees that have been employed with DXC for at least one (1) year. Continuous Service Date supports eligibility
  - Must obtain prior written approval from all levels of management; up to and including L2
    - Sabbatical Form must be complete prior to this Leave
  - Duration: Day 31 through one (1) year unpaid
  - Employees pay full cost of Benefits starting 31<sup>st</sup> day

## Communication Documents

Below is more information about specific documents you may receive from The Hartford.

1. Eligibility Letter is sent to both the employee and People Manager reflected in Workday
  - a. Eligibility letter displays:
    - i. Request for Leave
    - ii. Leave Plan
    - iii. Leave Type
    - iv. Leave dates requested
    - v. Eligibility Status (eligible/ineligible with explanation)
    - vi. Form/supporting documentation requirements
  - b. Employee – available online and mailed to home address on record
  - c. Manager – emailed to @dxc.com address
2. Determination Letter is sent to both the employee and People Manager reflected in Workday
  - a. Determination Letter displays:
    - i. Approval
    - ii. Denial
    - iii. FMLA available hours, if applicable
      1. Frequency and Duration for Intermittent FMLA
    - iv. State Family Leave Plan available hours, if applicable
    - v. ADAAA (Non-FMLA)
      1. Continuous only
  - b. The Hartford Leave Exhaustion Letter is sent to both the employee and People Manager reflected in Workday
    - i. Provides notification regarding the end of FMLA job protection
3. The Hartford Scheduled Return-to-Work (RTW) Letter is sent to both the employee and People Manager reflected in Workday
  - a. Provides notification of scheduled RTW date
4. The Hartford Form Reminder Notification is sent only to the employee
  - o Notifies employee that supporting documentation is still outstanding
  - o Warns employee that Leave will be denied if supporting documentation is not provided by stated deadline
  - o **Denied LOAs will result in:**
    - The reversal of job and/or Leave protection, as applicable
      - Reversals will negatively affect attendance record
    - Required time entry adjustment(s)
      - Reverse all time charged to a paid Leave category
        - o delete paid time entry(ies) or charge to Unpaid category, as applicable
    - Repayment to DXC for all time charged against/monies received for denied LOA



## Absences and Time Entry

- The Hartford tracks all absences, Continuous and Intermittent, for:
  - Family and Medical Leave Act (FMLA)
  - ADAAA – Americans with Disabilities Act Amendments Act (Non-FMLA)
  - New York (NY) Paid Family Leave (PFL)
- Any absence not reported to **both** the employee's Supervisor and/or Manager and The Hartford in a timely manner (same day or next business day) will not be considered an approved/paid absence.
- Neither Supervisors nor Managers can overturn LOA administration decisions communicated by The Hartford; The Hartford's determination is **final**
  - Late documentation
    - Documentation received by The Hartford after communicated deadline may not be accepted
    - If late documentation is complete and approved, the effective date will be the date of receipt
  - Late or lack of absence notification
    - Notification submitted to The Hartford after the reporting period will not be accepted
      - Intermittent FMLA absences must be called in to The Hartford no later than the day of the absence or following business day
      - Failure to comply will result in:
        - unexcused/denied FMLA absence(s)
        - Attendance/Department Guideline
        - possible Employee Relations disciplinary action
- Time Entry instructions/charts are included with The Hartford Eligibility and Determination notifications
- For FMLA-related absences:
  - Employees may record accrued/available Sick Leave and/or Flexible Vacation, as applicable, for the first 15 calendar days
    - Per FMLA regulations, this is permissible during the 15-day timeframe awaiting attending physician certification
- If attending physician certification is not received by the deadline referenced in the Eligibility communication, absences are unpaid/time-entry adjustments will be required

## FMLA Intermittent Absences and/or Time Entry

- The Hartford communicates when an employee reports an intermittent absence:
  - Absences beyond the communicated Frequency and Duration may require additional medical certification
    - **Managers/Day-to-day Supervisors:** Contact The Hartford immediately if employees record absences more frequently than what was approved by The Hartford
  
- Employee should enter time as follows:
  - Enter available/accrued Sick Leave *first*
    - **All accrued/available Sick Leave must be exhausted before employees are permitted to use/record Flexible Vacation**
  
  - Flexible Vacation cannot be taken/recorded/used for more than ten (10) consecutive workdays at a time
    - Applies to full or partial days
    - After the recording of Flexible Vacation for 10 consecutive workdays:
      - No additional Flexible Vacation can be requested/recorded/used/approved before the employee works twenty (20) consecutive workdays

## Continuous LOAs with and without Short-term Disability (STD)

- Eligibility Letter is sent to both the employee and manager
  - Employee - mailed to home address on record
  - Manager – emailed to @dxc e-mail address
- The Hartford includes STD Plan information on the Eligibility e-mail to the Manager
  - STD coverage categories are as follows:
    - NC = No Coverage
    - STD7 = 7-calendar day waiting/elimination period
    - STD30 = 30-calendar day waiting/elimination period
- When an employee goes out for a medically certified LOA and elected/enrolled in STD:
  - Employee must use/record accrued/available Sick Leave and/or Flexible Vacation during the waiting/elimination period
- Employee should enter time as follows:
  - Enter available/accrued Sick Leave *first*
    - **All accrued/available Sick Leave must be exhausted before employees are permitted to use/record Flexible Vacation**
  - If employees do not have enough Sick Leave to satisfy their STD waiting/elimination period:
    - Employees may then enter/record *up to* 10 consecutive days of Flexible Vacation to assist in satisfying the remainder or part of the STD waiting/elimination period.
- No further time should be entered once waiting/elimination period is met or available paid Leave is exhausted
- If STD was not elected, employee should record all accrued/available Sick Leave followed by 10 consecutive days of Flexible Vacation
  - Employee will then be placed “On Leave” in Workday/myTime by a Global Shared Services (GSS) representative
- Timely entry is critical
  - Late time entry will delay DXC pay processing/receipt of pay
  - All overpayments will be recovered upon return from Leave

## For More Information

- DXC Policy: Leaves of Absence with Pay: <https://dxc.policytech.com/dotNet/documents/?docid=863>
- DXC Policy: Leaves of Absence without Pay: <https://dxc.policytech.com/dotNet/documents/?docid=939>
- DXC Policy: Sick Leave – <https://dxc.policytech.com/dotNet/documents/?docid=862>
- How to file a Leave of Absence (2:19): <https://www.thehartford.com/employee-benefits/group-claims-philosophy?overlay=1444617790244>
- Sample Leave/STD Intake Call (5:49): <https://www.thehartford.com/employee-benefits/group-absence-management-insurance?overlay=1444617608138>
- Videos contain The Hartford standard telephone number. As referenced above, the DXC/The Hartford dedicated telephone number is 1-888-977-8768.
- [HRConnect- Internal Users](#)
  - Read about LOA in the Knowledge Base > Benefits for more information

## Contact Information

### The Hartford

- 1-888-977-8768 or file online at [www.TheHartford.com/mybenefits](http://www.TheHartford.com/mybenefits)
- Computer Sciences Corporation (dba DXC Technology) Policy Number: 402775; NY PFL: 647054

As a reminder, The Hartford will ask employees, managers or designated family members for the following information when requesting a LOA:

- Employee name, address and other key identification information
- Department name and last full day of active work
- Manager's name and phone number
- Nature of claim or Leave request
- Treating physician's name, address, phone and fax numbers

### DXC Global Shared Services – HR - LOA Specialists

For general LOA questions or concerns, contact HRConnect: <https://dxchr.service-now.com/hrportal>

- Open a Case under Make a Request > Benefits > Leaves of Absence (DXC)
  - For urgent matters, please add "Urgent" in the Case form
  - Requests will be routed to a LOA Specialist for handling.
- For best results, use Chrome or Firefox. Do not use Internet Explorer or Edge
- To maintain confidentiality, please do **not** use "live" chat
- Please be alert to email requests from the HRConnect Agents for more information. If you do not reply within five business days, your HRConnect Case may be automatically closed.