

DXC Leave of Absence Guide



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

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DXC has designated The Hartford as Administrator for most Leaves of Absences (LOA).

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)
- Parental Leave
 - 8 weeks of paid Leave for family expansion
 - Birth, adoption, surrogacy placement, or foster care of a new child(ren) up to the age of 18.
- 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
- Conducts intake of employee information, processes documentation and claims
- Answers questions and provides employee support
- Tracks 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 Employee Connect 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 Employee Connect 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



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

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, 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
- This applies to all situations, even for regular/non-LOA related illness absences
- FMLA eligible – Code time as Sick Time, enter hours and then select FMLA (Family Medical Leave) in the FMLA/No FMLA drop-down list
- No further time is to be entered once available Leave is exhausted or STD waiting/elimination period is met/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 the DXC Benefits Center (managed by benefitsolver, 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 the DXC Benefits Center at 1.888.305.5499
- 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

Administrative Termination

Per the Leaves of Absence Without Pay Policy, employees on a Leave of Absence for their own medical condition may remain “On Leave”/in a DXC unpaid status for a maximum of twelve (12) months. If unable to return to work, an administrative termination will be processed once the twelve-month unpaid period is reached.

Types of LOAs handled by DXC by opening an Employee Connect Case

- Jury Duty
 - Upon Jury Duty Summons, employee must notify their Supervisor and/or Manager
 - Employee must open an Employee Connect 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 31st 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:
 - o Family and Medical Leave Act (FMLA)
 - o ADAAA – Americans with Disabilities Act Amendments Act (Non-FMLA)
 - o 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**
 - o 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
 - o 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:
 - o unexcused/denied FMLA absence(s)
 - o Attendance/Department Guideline violation(s)
 - o 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, 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

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 during the waiting/elimination period
- Employee should enter time as follows:
 - Enter available/accrued Sick Leave
 - If employees do not have enough Sick Leave to satisfy their STD waiting/elimination period:
 - Employees will then enter unpaid time for the remainder of the 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
 - Employee will then be placed “On Leave” in Workday/DXC Time 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://dxchr.service-now.com/hrportal?id=kb_article&sysparm_article=KB0019628
- DXC Policy: Leaves of Absence without Pay: https://dxchr.service-now.com/hrportal?id=kb_article&sysparm_article=KB0019628
- DXC Policy: Sick Leave – https://dxchr.service-now.com/hrportal?id=kb_article&sysparm_article=KB0021135
- 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.

- [Employee Connect - Internal Users](#)
 - Read about LOA in [DXC/US: Request a Leave of Absence \(LOA\) & Policy](#)

Contact Information

The Hartford

- 1.888.977.8768 or file online at 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 Employee Connect: <https://dxchr.servicenow.com/hrportal>

- Open a Case under Life @ DXC > Payroll Time Tracking & Absence > Absence & Time Off
- You may filter the results by "Request"



- Select "Leave of Absence" service tile to open the case
 - 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 Employee Connect Agents for more information. If you do not reply within five (5) business days, your Employee Connect Case may be automatically closed.