State of Wisconsin
Department of Administration

Administrator Guide to the State of Wisconsin Medical Leave & FMLA Application

Revised: January 2024

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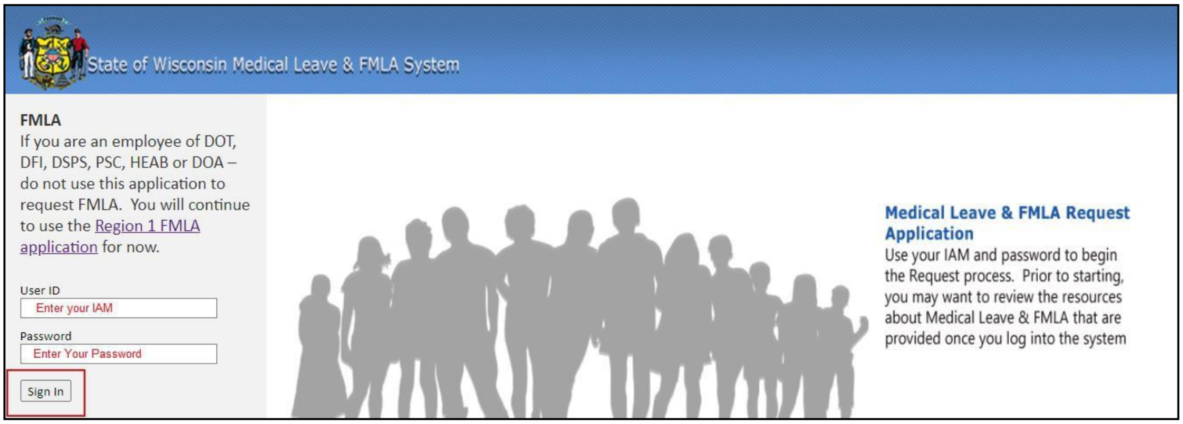
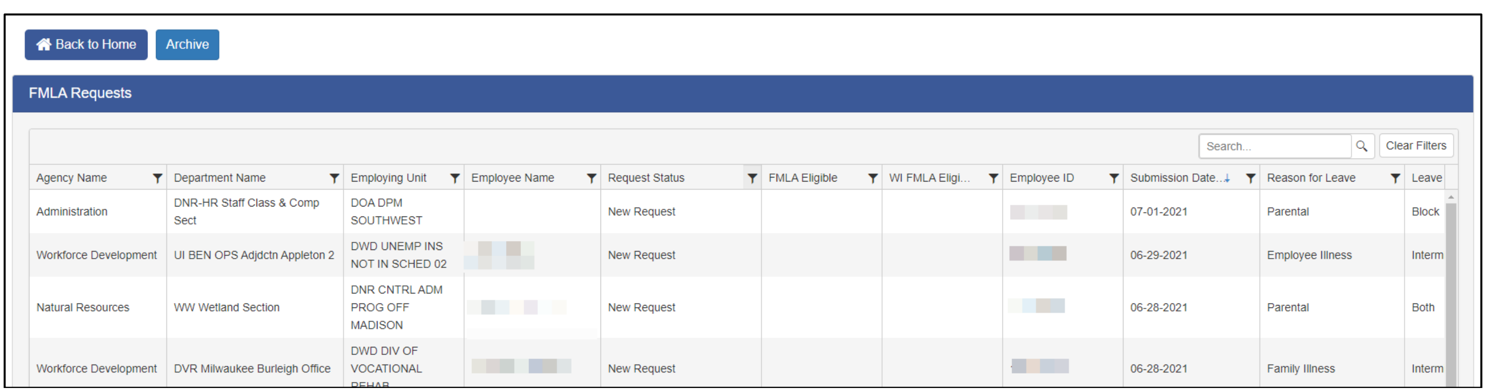
How to Access Leave Requests

1. Go to https://fmla.wi.gov
2. Enter your IAM in the User ID field and your password (this the same password you use to log into STAR/PeopleSoft)
3. Click **Sign In**



4. The following screen will be displayed. Click on **Medical Leave Coordinators** to access requests that have been submitted.
   - ✓ You must have the security role of **AM_FMLA_COOR** in the STAR Human Resources system to access the Medical Leave Coordinators section of this application.

5. All requests within your row-level security as defined in STAR HCM will appear on this page. For example, if you have regional security, you will see requests for your entire region. If you have agency or departmental security, you will see requests within the agency or department.



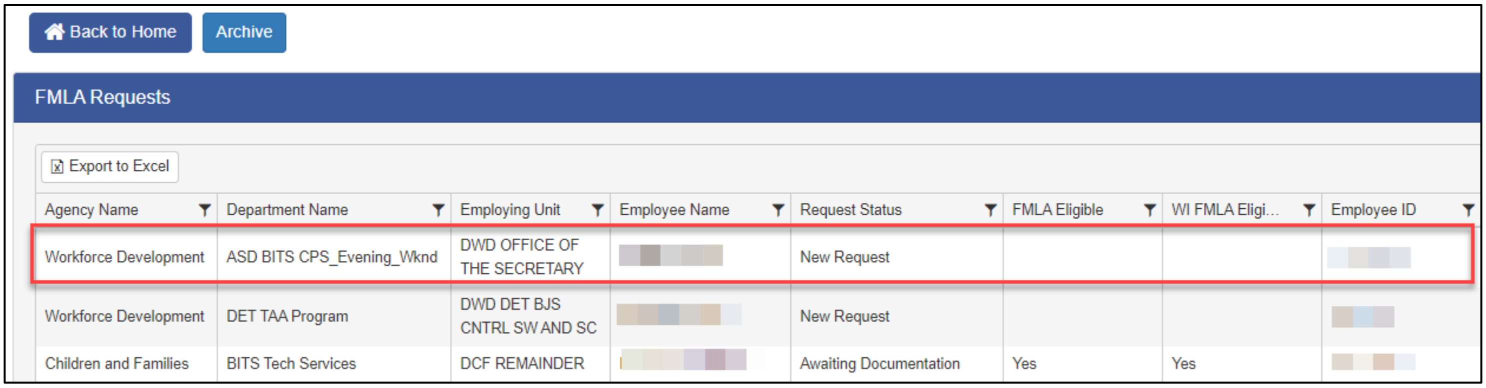
Back to Home | Archive

FMLA Requests

Search... | Clear Filters

Agency Name	Department Name	Employing Unit	Employee Name	Request Status	FMLA Eligible	WI FMLA Eligi...	Employee ID	Submission Date...	Reason for Leave	Leave
Administration	DNR-HR Staff Class & Comp Sect	DOA DPM SOUTHWEST		New Request				07-01-2021	Parental	Block
Workforce Development	UI BEN OPS Adjdctn Appleton 2	DWD UNEMP INS NOT IN SCHED 02		New Request				06-29-2021	Employee Illness	Interm
Natural Resources	WW Wetland Section	DNR CNTRL ADM PROG OFF MADISON		New Request				06-28-2021	Parental	Both
Workforce Development	DVR Milwaukee Burleigh Office	DWD DIV OF VOCATIONAL REHAB		New Request				06-28-2021	Family Illness	Interm

6. To review the details of the request, click anywhere on the row that contains the request.



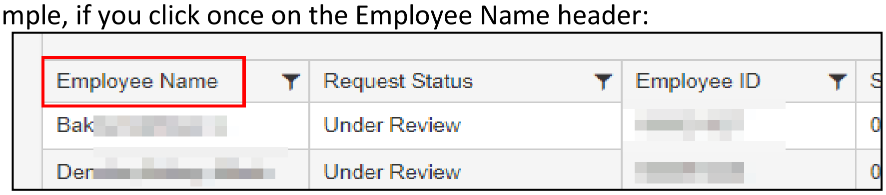
How to Navigate the FMLA Requests Page

The following fields are displayed on the FMLA Requests Page:

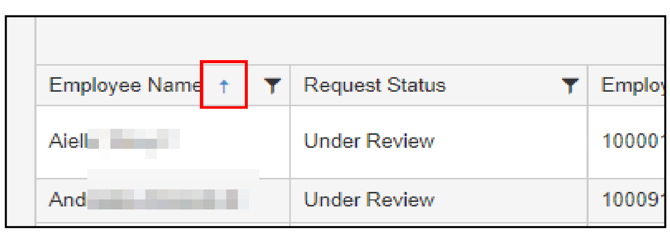
- Agency Name
- Department Name
- Employing Unit
- Employee Name
- Request Status
- FMLA Eligible
- WI FMLA Eligible
- Employee ID
- Submission Date
- Reason for Leave (Parental, Employee Illness, Family Illness, Service Member Care, Exigency)
- Leave Type (Block, Intermittent or Both)
- Leave Begin Date (earliest leave date if multiple leave types are requested)
- Leave End Date (latest leave date if multiple leave types are requested)
- Frequency Duration
- Med Cert Due Date
- Assigned Coordinator

There are several tools available to help you navigate the FMLA Requests Page.

1. Click on any of the **header rows** to sort the information in either ascending or descending order.
   - For example, if you click once on the Employee Name header:

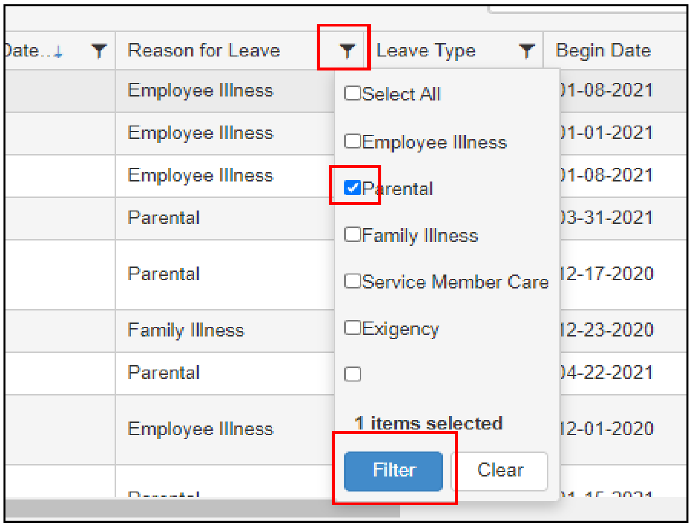


   - The names will be sorted in alphabetical order and an arrow ↑ will appear in the column header to let you know that sorting is on that column.

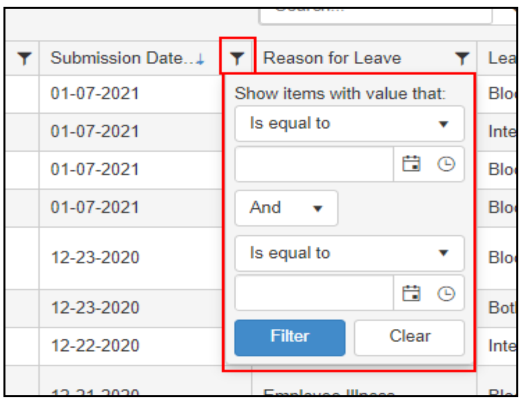


2. Click on the **filter icon** in any header row to filter on information in the column.

- Select the box(es) next to the information you want to filter and click the **Filter** button.

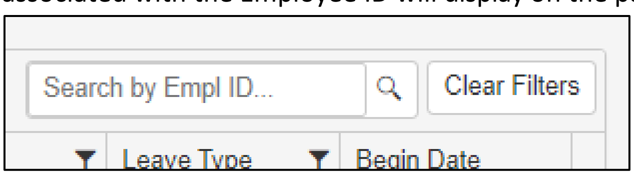


- If you want to filter on dates, more options are available to you.

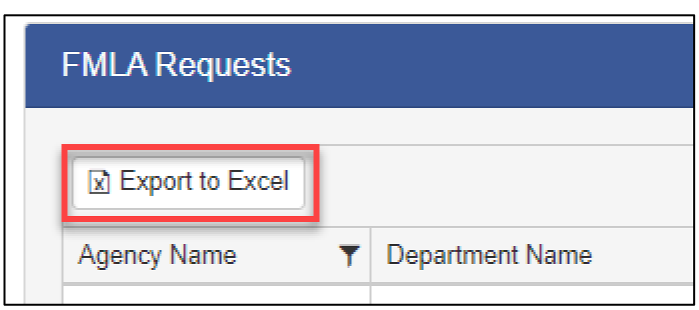


- Click the **Clear Filters** button at the top right of the grid to clear all filters in place.

3. The Search box allows you to search for an Employee ID only. When you type in the Employee ID, all requests associated with the Employee ID will display on the page. You also have the option to **Clear Filters**.



4. The **Export to Excel** button will also allow you to export the results displayed on the dashboard to excel. You can export "All" records, or records based on active filters.



Reviewing and Accepting an FMLA Request

1. From the FMLA Request grid, click anywhere in the row of the request that you would like to review.

Agency Name	Department Name	Employing Unit	Employee Name	Request Status	FMLA Eligible	WI FMLA Eligi...	Employee ID
Administration	DNR-HR Staff Class & Comp Sect	DOA DPM SOUTHWEST		New Request			
Workforce Development	UI BEN OPS Adjdctn Appleton 2	DWD UNEMP INS NOT IN SCHED 02		New Request			
Natural Resources	WW Wetland Section	DNR CNTRL ADM PROG OFF MADISON		New Request			

2. When clicked, a request will open in a new tab. On this screen you may review all details of the request and upload files on behalf of the employee. The information on this page is exactly what the employee sees relative to their request.

   - **Documents** - You will see any documents the employee has attached to their request. You can also attach documents here that will be automatically visible to the employee. To attach documents not automatically visible to the employee, upload from the **Check List** page.

Note: Maximum file size per document is 20Mb. Only PDF, JPG, JPEG, DOC, DOCX, XLS, and XLSX files are accepted.

Attachment Type: Employee Certification from Health Care Provider

Attachment: Select File

Upload Document

Title	File Name	Date Added
Employee Certification from Health Care Provider	FMLA Doctor Cert.pdf	12-10-2020
Eligibility Notice	EligibilityNotice_20210202195442531.pdf	02-02-2021
Designation Notice	DesignationNotice_20210202200804442.pdf	02-02-2021

     - The following **Attachment Types** are available:
       - Employee Certification from Health Care Provider
       - Family Member Certification from Health Care Provider
       - Fitness for Duty Certification – Return to Work
       - Doctor's Note
       - Military Certification/Orders
       - Non-FMLA Documents (e.g. Leave of Absence)
       - Email
       - Other
     - The following file types can be uploaded into the application:
       - PDF
       - JPG and JPEG (image files)
       - Word documents (.doc, .docx)
       - Excel documents (.xls, .xlsx)
       - .msg and .tif with Email as Attachment Type

   - **Employee Information** – this information is populated with information from STAR HCM. The employee can update their Email, Phone Number and Home Address During Leave fields.

   - **Information about Additional Jobs** – If an employee has more than one Empl Record, the additional jobs will be displayed.

- **Reason for Leave** – the employee can select only one option.

Reason for Leave
(You should only select one option for Reason of Leave. If you have multiple, qualifying conditions for FMLA leave, please submit a separate request for each one.)

- [ ] Birth, Adoption, or Foster Care Placement.
- [x] Employee's own serious health condition.
- [ ] To care for a family member with a serious health condition.
- [ ] To care for a covered military service member with a serious injury or illness.
- [ ] For a qualifying exigency due to military deployment to a foreign country of the employee's spouse, son or daughter, or parent in the regular or reserved armed forces.

- **Leave Request Explanation** – this is the employee's leave request explanation – 500 characters

Leave Request Explanation

When my own serious health condition flares up it prevents me from performing all essential job duties.

- **Dates of Leave** – the employee can enter a block of leave and/or intermittent or reduced work schedule leave. This section also includes a section to describe the requested intermittent leave or reduced work schedule – it can be up to 500 characters in length

Dates of Leave

You must enter your anticipated or actual dates of leave below. Check all that apply.

- [ ] **A block of leave**

Leave Start Date: **Leave End Date:**

- [x] **Intermittent leave or reduced work schedule**

Leave Start Date: 01-04-2021 **Leave End Date:** 12-31-2021

Please describe the requested intermittent leave or reduced work schedule below.

Unknown. Flare-ups are not predictable. On average lasting 0.5 to 3 days, 2 to 12 times per month.

- **Leave Usage** – the employee can check boxes next to the leave type(s) they want to use during their leave. This is informational only. The most recent leave balances from STAR HCM auto-populate in this section.

Leave Usage

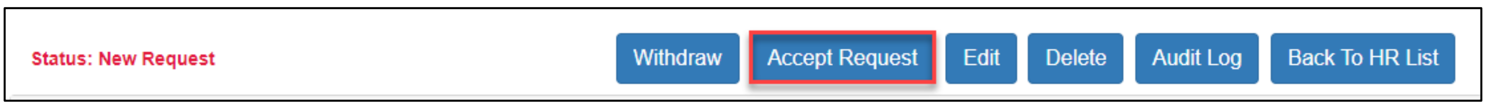
What type(s) of leave do you plan on using during your FMLA-related absence?

Check all applicable leave type(s).	Leave balance as of 01-02-2021
[ ] **Sick Leave**	**Sick Leave Balance:** 99.49269
[ ] **Vacation**	**Vacation Balance:** 175
[ ] **Personal Holiday**	**Personal Holiday Balance:** 36
[ ] **Legal Holiday**	**Legal Holiday Balance:** 64
[ ] **Sabbatical**	**Sabbatical Balance:** 0
[ ] **Comp Time**	**Comp Balance:** 0
[x] **Unpaid Leave**	
Enter the number of unpaid hours of leave you expect to use (if known).	480

Please note that using Unpaid Leave will reduce annual vacation balances and other paid leave amounts.

- **Submission Acknowledgement** – this section provides the name of the person who submitted the form and the submission date.
- You will see a **Submit Request** and an **Update** button on this page. This is because these buttons are also available to the employee. **DO NOT click these buttons**. If you need to make changes to the request, you will use the **Edit** button at the top of the page. See How to Edit a Request for details.

3. If the request is in **New Request** status (the application status is displayed in the upper left of the page), click the **Accept Request** button at the top of the page to assign the request to yourself.



4. Once you accept the request, the status of the request will change to **Under Review** and the buttons available at the top of the page will update.
   - **Extend or Modify** – DO NOT USE – this is for employees only to update the information in their request
   - **Withdraw** – Can be used by the employee or Medical Coordinator to withdraw the request
   - **Check List** – Will open a new tab to the Coordinator Workspace page – checklist button will only be displayed after a request has been accepted by the Medical Coordinator
   - **Edit** – Used by the Medical Coordinator to edit a request (reason, dates, justification etc.)
   - **Delete** – Used by the Medical Coordinator to delete request – requests should only be deleted if it was a true error (i.e. duplicate request). If an employee no longer has need for FMLA they should use "Withdraw"
   - **Audit Log** - Will bring you to a log of all the different iterations of the request
   - **Back to HR List** - Will bring you back to your list of FMLA requests

Medical Coordinator Administrative Page (FMLA HR Check List & FMLA Coordinator Workspace)

This is the administrative page where you go to create the notices along with reviewing eligibility requirements and other information.

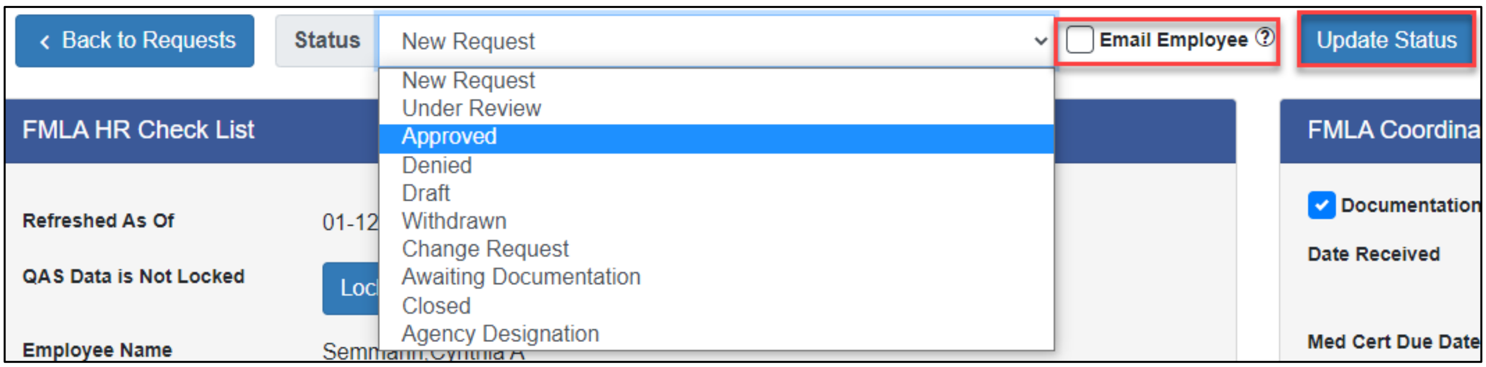
Accessing the Medical Coordinator Administrative Page

1. You can access the page from a request that is in any status except Draft. If a request is in Draft status, the employee has not submitted the request yet, so the page is not available.
2. Once you access an employee's request from the FMLA Requests, click on the **Check List** button at the top of the

page to access the page.

3. A new tab opens so that you may view the request details. When work is complete, you may close out of both the Check List and the Request to return to the main dashboard.

4. The **Request Status** appears at the top of page. This status is sometimes updated automatically by the system and must sometimes be updated by the Medical Coordinator.
   - To manually update the Status, click on the drop down arrow to select the applicable status and then click the **Update Status** button. You will also see a checkbox with the option to “Email Employee”. If this box is checked, the system will send a generated email to the employee. See System Notification for content.



Understanding Request Statuses

Status	Definition	How Updated
Draft	Request started but not submitted by the employee	Automatically assigned by the system when the employee saves their request
New Request	Request submitted by employee but not assigned to a Medical Coordinator	Automatically assigned by the system when employee submits their request
Under Review	Request is assigned to a coordinator and is under initial review	Automatically assigned by the system when coordinator "Accepts" request
Change Request	Employee uses the Extend/Modify button to make change to the original request after it has been accepted by the coordinator.	Automatically assigned by the system when employee submits a change request. The original coordinator is still assigned to the request, but the status is updated to Change Request. The assigned coordinator will also receive system notification of the employees change to their request.
Withdrawn	Employees submits a request to withdraw application	Automatically assigned by the system when employee withdraws their request. If the request has been accepted by a coordinator at the time of withdrawal, the coordinator will receive system notification.
Approved	Status once the request is approved and a Designation Notice has been created	Medical coordinator must manually update the status to Approved.
Denied	Status once the request has been Denied	Medical coordinator must manually update the status to Denied
Awaiting Documentation	Status when Medical Coordinator is awaiting any type of documentation. There is a report that monitors this, so it is recommended to update the status to this any time you are waiting for any type of documentation.	Medical coordinator must manually update the status to Awaiting Documentation
Agency Designation	Status when the agency designates the leave and checks the box next to Agency Designation in the FMLA Coordinator Workspace	Medical coordinator must manually update the status to Agency Designation
Closed	Status when the leave period is over, and all required documentation has been received. Also used for terminated employees.	Medical coordinator may manually update the status to Closed, or the system will automatically close an Approved or Agency Designation request 30 days after the latest "End Date" on the request.

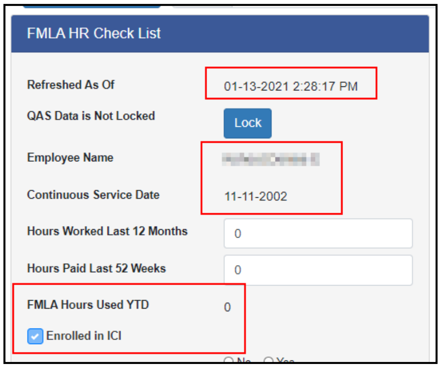
The Medical Coordinator may also modify any request to the appropriate status if an error is made, or a request needs to revert to a previous status. Also, see System Notification for situations and content of emails that can be generated and sent by the system.

FMLA HR Check List

The FMLA HR Check List is meant to help Medical Coordinators determine and document eligibility.

Information from STAR HCM

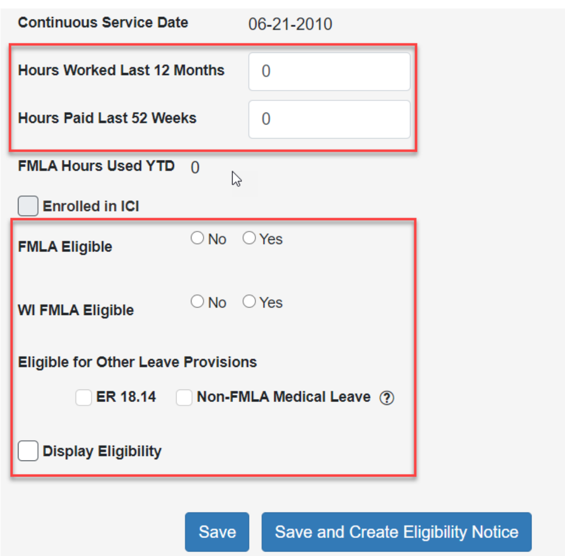
The following fields are pulled in from STAR HCM:



- **Refreshed As Of** – This is the last time information was pulled from STAR HCM and will refresh every time the Check List is accessed.
  - If you click the **Lock** button, the values will no longer automatically refresh unless Refresh is clicked.
- **Employee Name**
- **Continuous Service Date**
- **FMLA Hours Used YTD** (this will only pull in hours used that have been confirmed through payroll)
- **Enrolled in ICI** (if checked, the employee is enrolled in Income Continuation Insurance)

Information Entered by Medical Coordinator

The remainder of the values in the FMLA HR Check List must be manually completed.



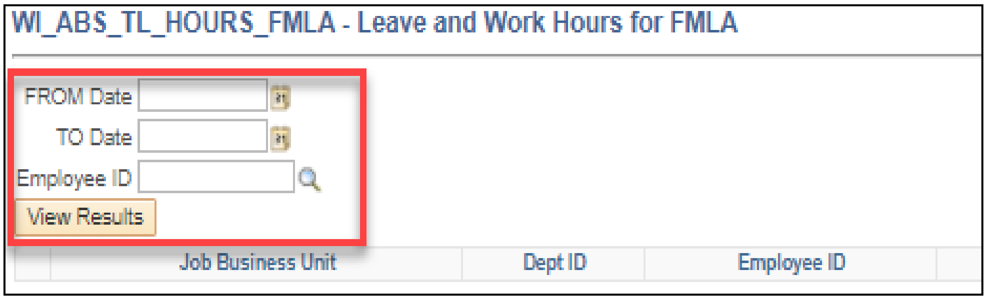
FMLA Eligibility Criteria

Federal FMLA Eligibility Criteria: At least one year of state service (does not have to be continuous) and must have worked (does not include leave) 1,250 hours in the 12 months before the start of leave.

Wisconsin FMLA Eligibility Criteria: At least 52 weeks of continuous state service and must have been paid (includes leave codes) 1,000 hours in the 52 weeks prior to the start of leave.

Calculating FMLA Eligibility

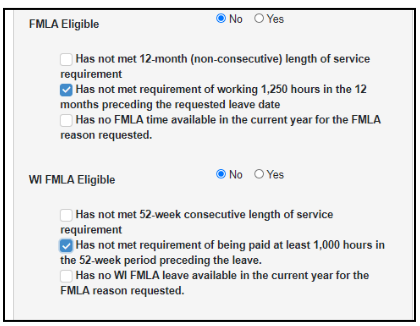
1. Verify employee has at least one year of service from the **Continuous Service Date**.
   - If less than one year, run the WI_HR_PER_ROSTER Query (See Reports section) as a double check
2. In STAR HCM, run the WI_ABS_TL_HOURS_FMLA Query to Excel



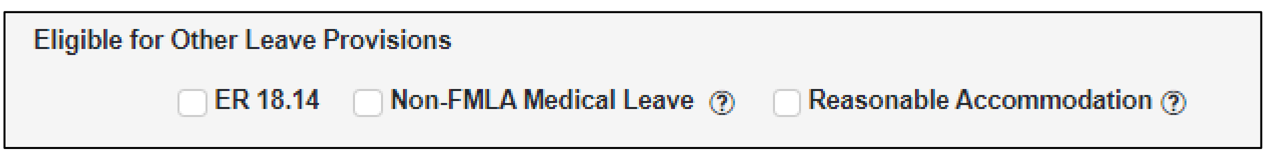
- If first day of leave for the request is 1/1/2021, your date inputs would be 1/1/2020 – 12/31/2020
- Filter the Time Reporting Codes (TRCs) needed for each category, total the hours, and enter the values in the fields on the page. Only whole numbers can be entered in these fields.
    - For hours paid, filter out any TRCs like "standby supplemental" or "holiday half hour paid"
    - For hours worked, filter out all leave TRC's

If you determine the employee is eligible for FMLA and/or WI FMLA, check the radio button next to **Yes**.

If you determine the employee is not eligible for FMLA and/or WI FMLA, check the radio button next to **No** and select the applicable reason.

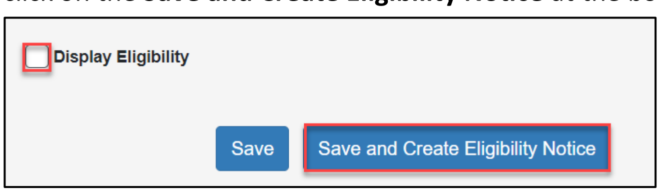


Keep in mind that even if an employee is not eligible for FMLA or WI FMLA, they may be eligible for other protected leave programs. If they are eligible for any of the leave programs below, check the applicable box.



Eligibility Notice

1. Once you have determined eligibility and are ready to create the notice, check the **Display Eligibility** checkbox and click on the **Save and Create Eligibility Notice** at the bottom of the FMLA HR Check List.



2. Per federal obligation, the Eligibility Notice needs to be provided to the employee 5 days after the request submission date. The following details are pre-populated on the form:
    - Date Issued (today's date)
    - Employee ID
    - FMLA Request #

- Employee's Full Name
- Name of Family Member (if applicable)
- Coordinator's Name
- Reason for Leave (and anticipated date of delivery/placement if applicable)
- Eligibility Checkbox Selections (from the HR Check List)
- Medical Certification due date (if documentation is required)

FAMILY AND MEDICAL LEAVE ACT (FMLA)
NOTICE OF ELIGIBILITY, RIGHTS AND RESPONSIBILITIES

PART A – NOTICE OF ELIGIBILITY

This form only determines your eligibility for federal (FMLA) / Wisconsin (WFMLA) leave. Employees may be eligible for WFMLA and / or FMLA. Your leave is not yet approved. You will receive a separate notice of leave approval or denial once supporting documentation has been received and determined to be complete and sufficient.

DATE ISSUED 01/13/2021	EMPLOYEE ID # 1000[redacted]	FMLA REQUEST # SCHREBMGIF12/16/2020

TO (name of employee – Last, First, M.I.)
[redacted]

NAME OF FAMILY MEMBER (if applicable to leave request)

COMPLETED BY (printed name and title)
Nicole Zimm

REASON FOR LEAVE (choose one):

- ☒ Birth, adoption, or foster care placement. Anticipated date of delivery/placement is: 12/31/2020
- ☐ Employee's own serious health condition.
- ☐ To care for a family member with a serious health condition.
- ☐ To care for a covered military service member with a serious injury or illness.
- ☐ For a qualifying exigency due to military deployment to a foreign country of the employee's spouse, son or daughter, or parent in the regular or reserve armed forces.

THIS NOTICE IS TO INFORM YOU THAT:

- ☒ 1. You are eligible for WFMLA.
- ☐ 2. You are not eligible for WFMLA because:
  - ☐ You have not met the WFMLA 52-week consecutive length of service requirement.
  - ☐ You have not met the WFMLA requirement of being paid at least 1,000 hours in the 52-week period preceding the leave.
  - ☐ You have no WFMLA leave time available in the current year for the purpose for which you are requesting leave.
- ☒ 3. You are eligible for FMLA.
- ☐ 4. You are not eligible for FMLA because:
  - ☐ You have not met the FMLA 12-month (non-consecutive) length of service requirement.
  - ☐ You have not met the FMLA requirement of working 1,250 hours in the 12-months preceding the requested leave date.
  - ☐ You have no FMLA leave time available in the current year for the purpose for which you are requesting leave.

3. The Medical Coordinator should then manually complete any fields needed in Part B and Part C of the form.

PART B – EMPLOYEE RESPONSIBILITIES FOR TAKING FMLA LEAVE

REQUIRED: As explained in Part A, you meet the eligibility requirements for taking WFMLA and / or FMLA leave and still have leave available in the applicable 12 month period. **However, in order to determine whether your absence qualifies as WFMLA or FMLA leave, you must return the following documentation by: You have fifteen (15) calendar days from receipt of this notice to submit the following documentation. If additional time is needed, you must contact Human Resources. If complete and sufficient documentation is not provided in a timely manner, your FMLA / WFMLA may be denied.**

The following certification form that sets forth the information necessary to support your request is enclosed:

- ☐ Certification of Health Care Provider for Employee's Serious Health Condition (DOL WH-380-E)
- ☐ Certification of Health Care Provider for Family Member's Serious Health Condition (DOL WH-380-F)
- ☐ Other documentation needed or additional comments:

PART C – EMPLOYEE RIGHTS UNDER FMLA / WFMLA

If it has been determined that you are eligible for leave under WFMLA and / or FMLA leave, you will have rights under both laws when all conditions have been met as outlined in the Employee Responsibilities section of this form.

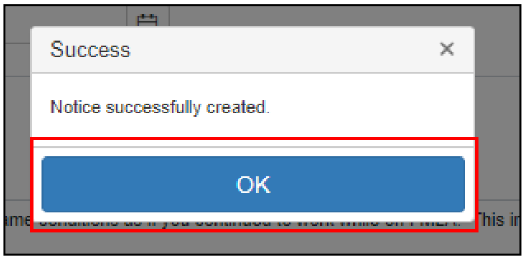
If your leave qualifies under WFMLA or FMLA, you may have the following rights:

- You have a right under FMLA for up to 12 weeks of unpaid leave in the calendar year.
- You have a right under WFMLA in each calendar year for up to:
  - 2 weeks of unpaid medical leave for your own serious health condition;
  - 2 weeks of unpaid family leave to care for your child, spouse, parent, parent "in-law", domestic partner, or domestic partner's parent with a serious health condition; and
  - 6 weeks of unpaid family leave for the birth of your child or adoption.
- You have a right under FMLA for military caregiver leave, up to 26 weeks of unpaid leave in a single 12-month period, to care for a current service member or covered veteran with a serious injury or illness. This single 12-month period commenced on
- OtherComments
- Your group health plan benefits will be maintained under the same conditions as if you continued to work while on FMLA. This includes continuing to make payments of your share of the group

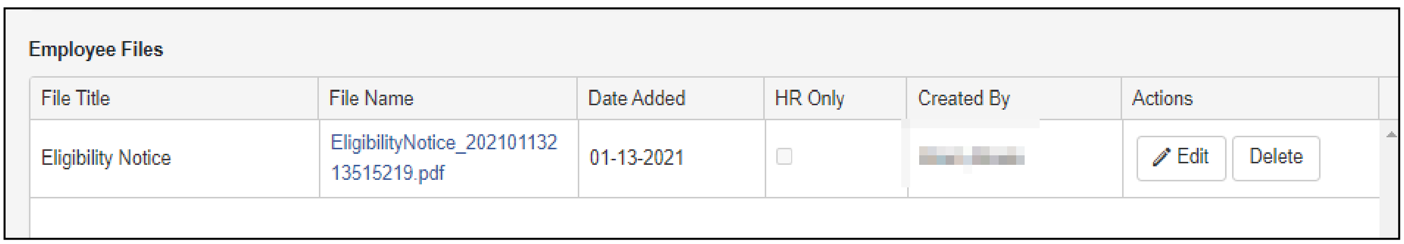
4. Once the form is complete, click the **Finalize Eligibility Notice** button

- If you do not want to finalize, click **Cancel** to go back. Any changes will not be saved.

5. The following message will pop-up once the notice is created. Click OK.



6. The Eligibility Notice will populate in the Employee Files section of Additional Documentation. The form will also be visible to the employee.



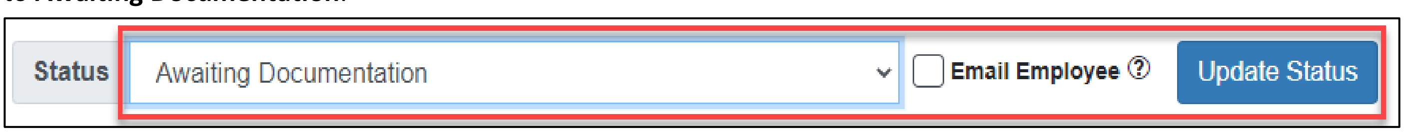
Employee Files

File Title	File Name	Date Added	HR Only	Created By	Actions
Eligibility Notice	EligibilityNotice_20210113213515219.pdf	01-13-2021		[redacted]	Edit Delete

- If you need to create a new notice to update information, you can click the **Save and Create Eligibility Notice** button again to create a new form.

- If an employee submits an "Early Request" (e.g. Parental leave more than 60 days from start of leave), they may not be eligible for FMLA/WFMLA initially, but could meet eligibility prior to the start of their leave. Generate the Eligibility Notice indicating they are not eligible and utilize the Early Request email template or other email informing the employee that eligibility will be rechecked closer to their requested leave start date.

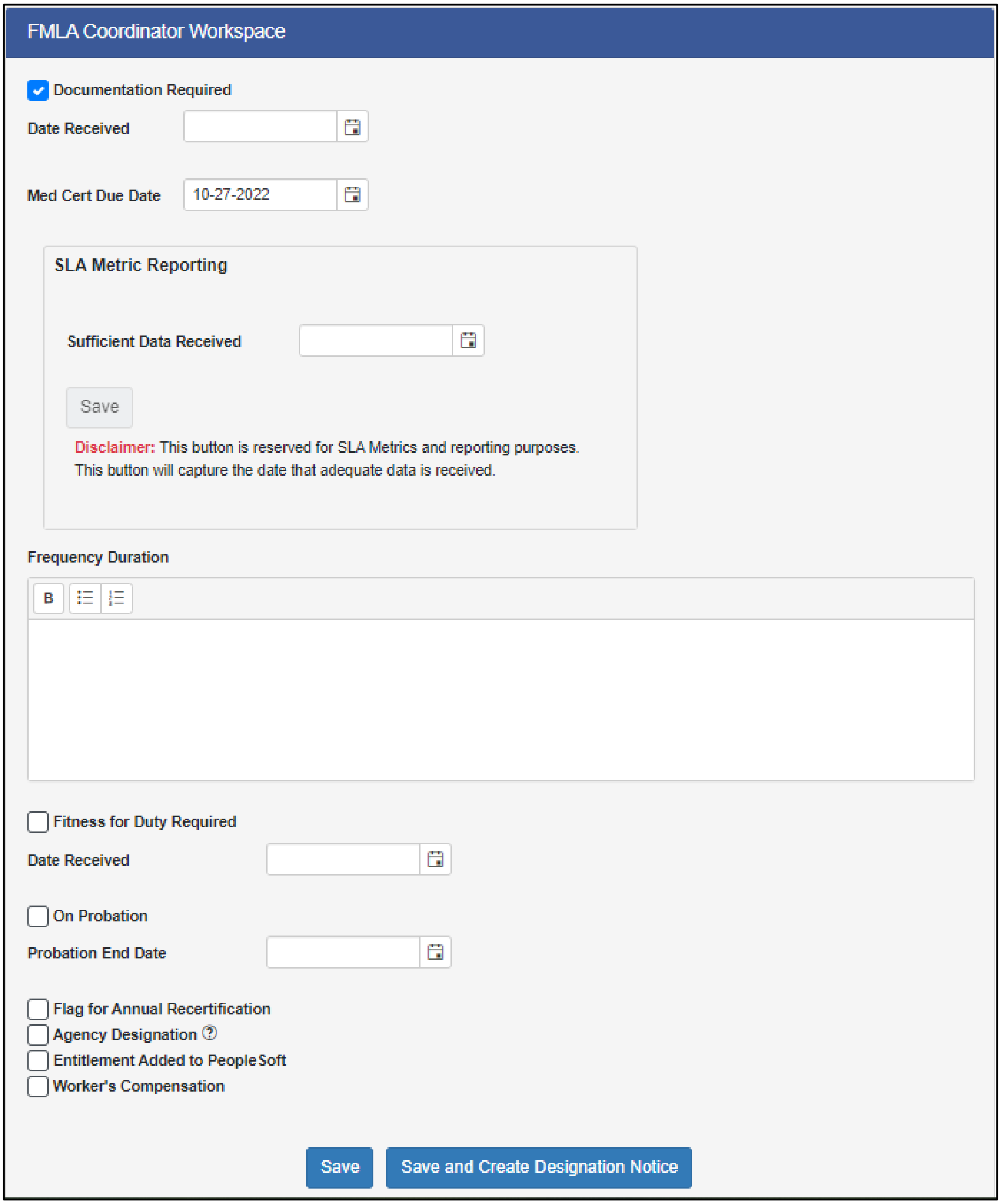
7. If documentation is required and indicated in the Eligibility Notice, manually update the Status of the application to **Awaiting Documentation**.



- If you have received medical, or none is required, go to the FMLA Coordinator Workspace to complete the request and issue the Designation Notice.

FMLA Coordinator Workspace

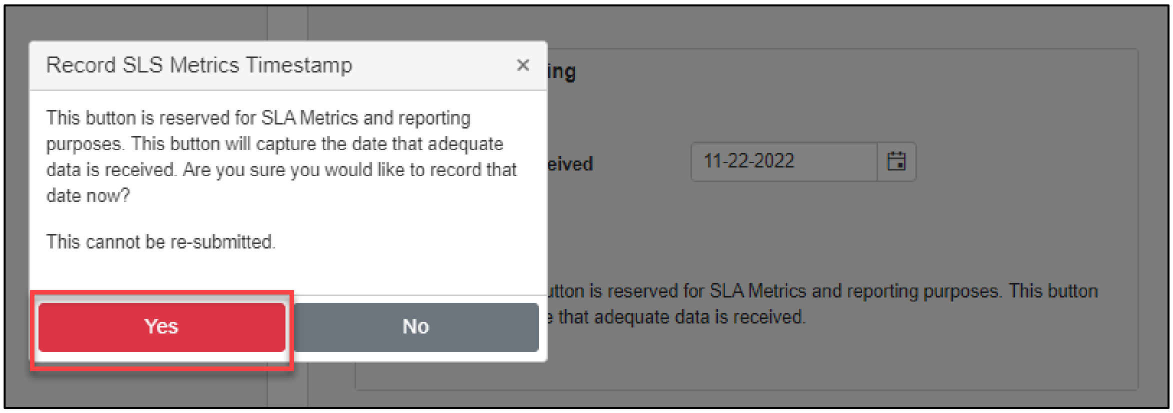
The FMLA Coordinator Workspace is used to help the Medical Coordinator track the request through all stages and document additional items.



- **Documentation Required** – Originally populated from the Eligibility Notice; you may uncheck this box if nothing further is required. This box can be re-checked if additional information is needed later.
  - **Date Received** – Use this to keep track of the date the most recent documentation is received.
- **Med Cert Due Date** – originally populated from the Eligibility Notice. You may update this field going forward if additional medical is required.

- **SLA Metric Reporting** – Shared services agencies are required to annually report whether 85% of FMLA requests are processed within 5 days of receiving sufficient data. Once you have determined that sufficient data exists to finalize the request, enter the date in the Sufficient Data Date box and click SAVE.

  A pop-up box will appear with a warning that this date can only be submitted one time. Make sure the date you entered is correct, then click Yes.

  Once you select Yes, the date will appear on the checklist in red and you will not be able to edit any further.

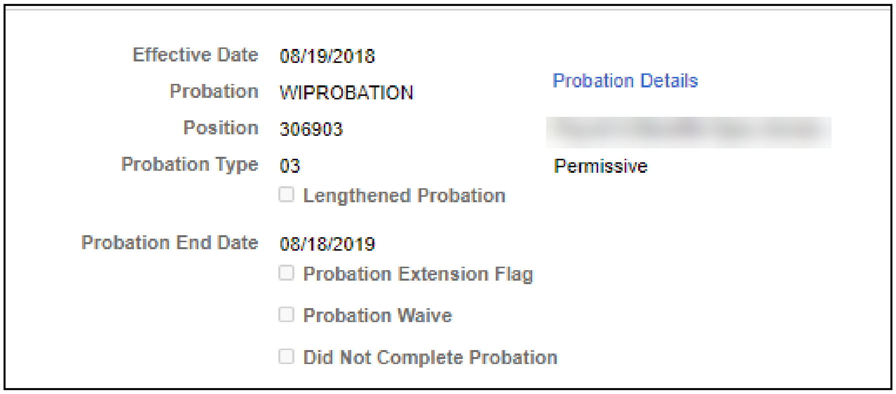
  Periodically, you will want to run the SLA Metric Report to make sure this date is completed for all requests. This will help with the manual clean up process for year end reporting. See SLA Metric Report Instructions.

- **Frequency Duration** – Used to populate the Designation Notice for intermittent leave and/or a reduced work schedule. You may update this field if additional documentation is received.

- **Fitness for Duty Required** - Originally populated from the Designation Notice. You may uncheck this if nothing further is required. This box can be re-checked if additional information is received.

  - **Date Received** – Date Fitness for Duty Received

- **On Probation /Probation End Date** - If an employee is on probation, there are certain factors in which their probation could be extended due to a medical leave of absence. Review an employee's probationary status in STAR HCM (Human Resources > Person Profiles > Employee Status) and enter the information as applicable.



- If on probation, click the On Probation checkbox and the enter the Probation End Date.

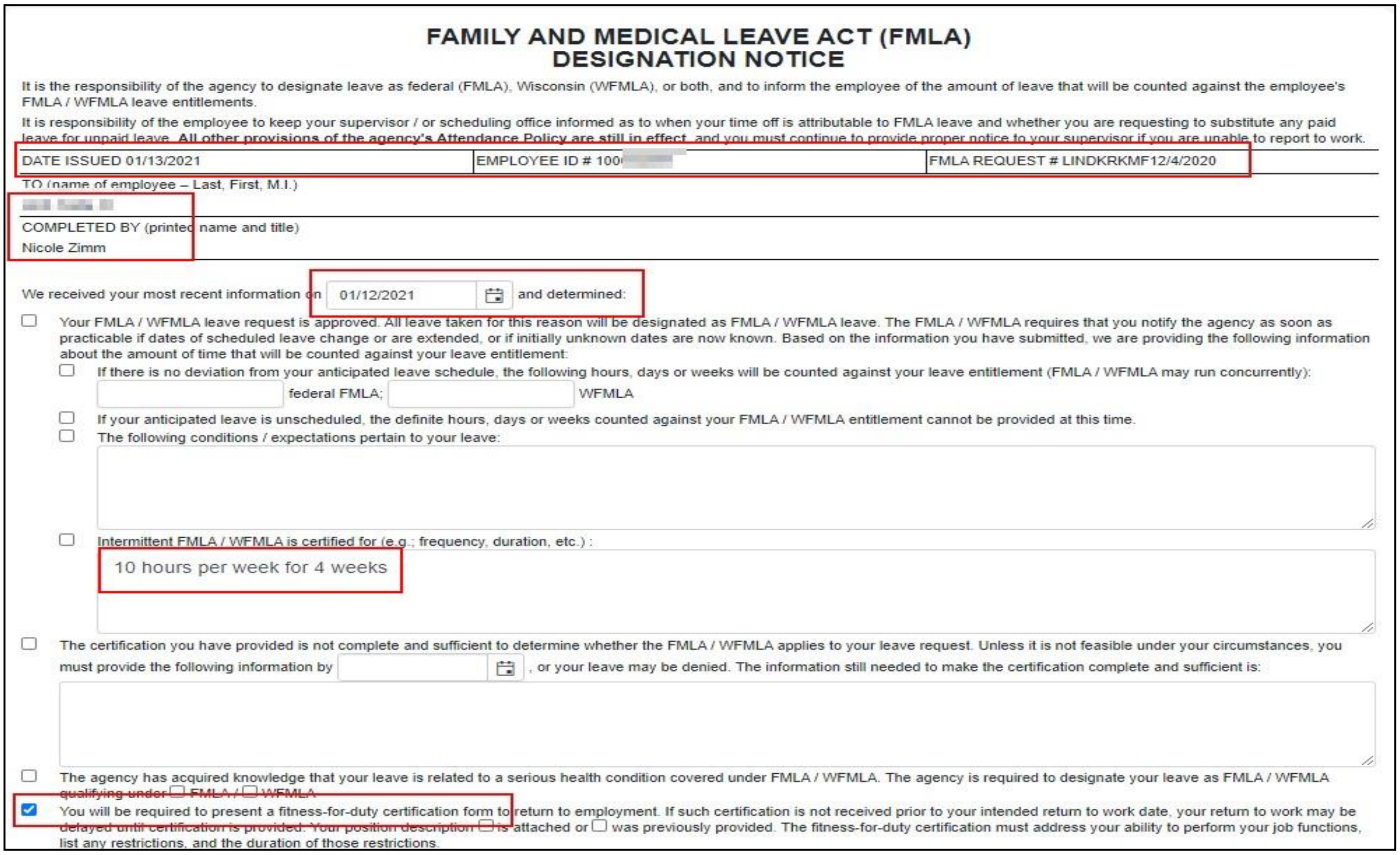
- **Flag for Annual Recertification checkbox –** Click if an employee will most likely need to submit a new request and medical documentation in the following year (e.g. chronic conditions, etc.)
- **Agency Designation** - Click if you are issuing a Designation Notice/approving FMLA on behalf of an employee who has not provided medical documentation or initial notification.
- **Worker's Compensation** – Click if federal FMLA is associated with a Worker's Compensation claim. Any period that an employee is absent from work while on worker's compensation leave or s. 230.36, Wis. Stats., hazardous duty disability paid leave should not be counted as time used under the WFMLA (though it may be counted under the federal FMLA).

Designation Notice

After you receive sufficient information/documentation, you have 5 days to issue the Designation Notice. If you were provided medical documentation at the time the request was submitted, or if none was required, you can complete the Designation Notice at the same time as the Eligibility Notice.

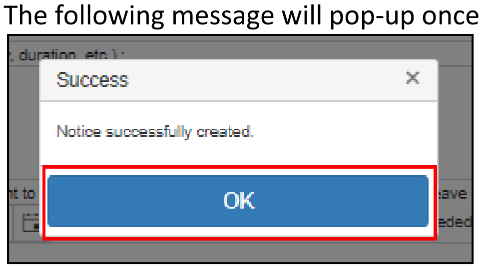
1. Click on **Save and Create Designation Notice** in the FMLA Coordinator Workspace to generate the notice.

2. The following details are pre-populated:
    - Date Issued (today's date)
    - Employee ID
    - FMLA Request #
    - Employee's Full Name
    - Coordinator's Name
    - Any information entered in the FMLA Coordinator Workspace relative to date documentation received, the need for a fitness-for-duty certification form, text entered in the Frequency Duration text box.



3. The Medical Coordinator must complete all other applicable fields on the form.

4. Once the form is complete, click the **Finalize Designation Notice** button
   - If you do not want to finalize, click **Cancel** to go back
5. The following message will pop-up once the notice is created. Click **OK**.



6. The Designation Notice will populate in the Employee Files section of Additional Documentation. The form will also be visible to the employee.

Employee Files

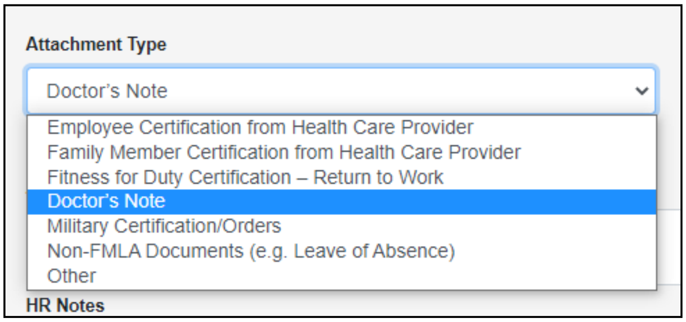
File Title	File Name	Date Added	HR Only	Created By	Actions
Designation Notice	DesignationNotice_20210212143537500.pdf	02-12-2021			Edit Delete
Eligibility Notice	EligibilityNotice_20210113213515219.pdf	01-13-2021			Edit Delete

7. Frequency Duration and the checkbox for Fitness for Duty Required will autofill to the FMLA Coordinator Workspace if completed in the Designation Notice.

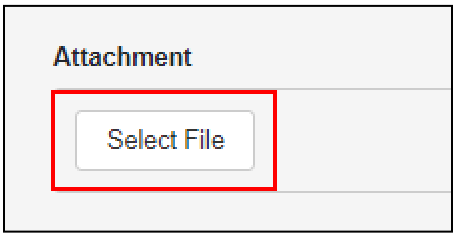
Additional Documentation

Under **Additional Documentation**, you may upload, edit, and delete files. You may also add and edit **HR Notes**.

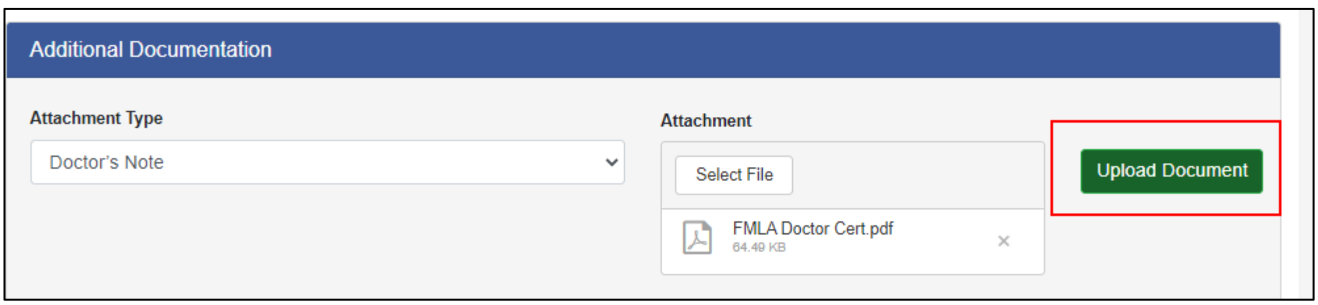
1. To add a file
    - Select the Attachment Type from the drop-down menu.



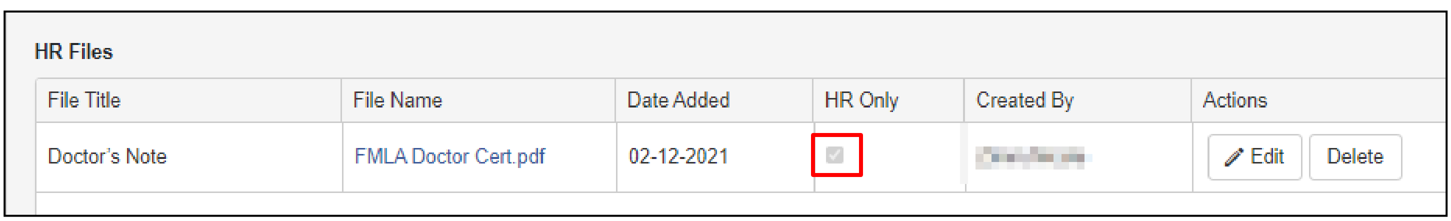
    - Click the **Select File** button under Attachment.



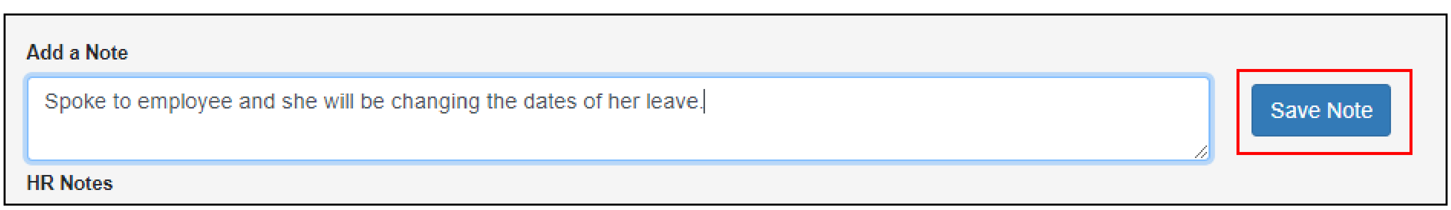
    - Select your file and click the **Upload Document** button.



    - Any file the Medical Coordinator uploads from the Check List will NOT be visible to the employee unless you edit and uncheck the HR Only checkbox.



2. To add and manage **HR Notes**:
    - Type the next of the note in the Add a Note box and click Save Note.



- Once the note is saved, it will appear in the HR Notes section of the page.

HR Notes

Description	Created On ↓	Created By	Actions
Spoke to employee and she will be changing the dates of her leave.	01-13-2021	[illegible]	Edit

- Another Medical Coordinator can NOT edit your note; however, you can edit your own note. Click on the **Edit** button to update the note. Once the note is updated, click the **Update** button to save your changes.

HR Notes

Description	Created On ↓	Created By	Actions
Spoke to employee and she will be changing the dates of her leave to 1/13 - 2/1/21	01-13-2021	[illegible]	Update Cancel

3. Managing Employee and HR Files
   - All files listed under Employee Files are visible to the employee
   - All files listed under HR Files are only visible to Medical Coordinators
   - If you want to make a file under HR Files visible to the employee, click the **Edit** button

HR Files

File Title	File Name	Date Added	HR Only	Created By	Actions
Doctor's Note	FMLA Doctor Cert.pdf	02-12-2021	☑	[illegible]	Edit Delete

  - Once you click the **Edit** button, the File Name and the HR Only checkbox are available for editing. Uncheck the HR Only checkbox to allow the employee to see the file. Click **Update** to save.

HR Files

File Title	File Name	Date Added	HR Only	Created By	Actions
Doctor's Note	FMLA Doctor Cert.pdf	02-12-2021	☐	Zimm,Nicole	Update Cancel

  - Click on the **Refresh** icon under both Employee Files and HR Files to see the file move to the Employee Files section.

Employee Files

File Title	File Name	Date Added	HR Only	Created By	Actions
Designation Notice	DesignationNotice_20210212143537500.pdf	02-12-2021	☐	[illegible]	Edit Delete
Doctor's Note	FMLA Doctor Cert.pdf	02-12-2021	☐	[illegible]	Edit Delete
Eligibility Notice	EligibilityNotice_20210113213515219.pdf	01-13-2021	☐	[illegible]	Edit Delete

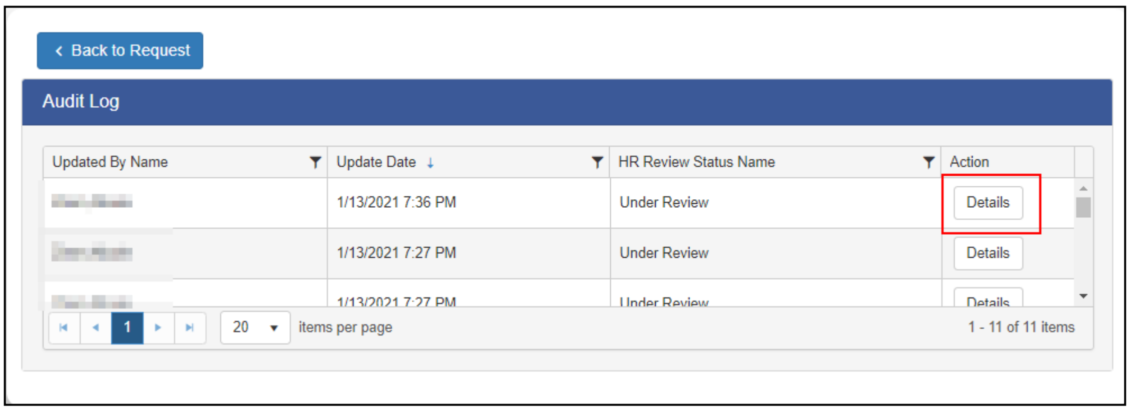
1 | 5 items per page | 1 - 3 of 3 items

Audit Log

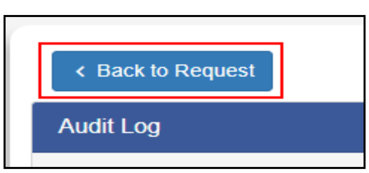
When an update occurs on a request, the values of certain fields are saved to an audit table in the database. On this page you can view each time the request has been saved, and by whom.

1. Click the **Audit Log** button just above the FMLA Coordinator Workspace to access the log.

2. Click on the **Details** button in any row to see the information in the request at a specific point in time.



3. Click on **Back to Request** to access original request.

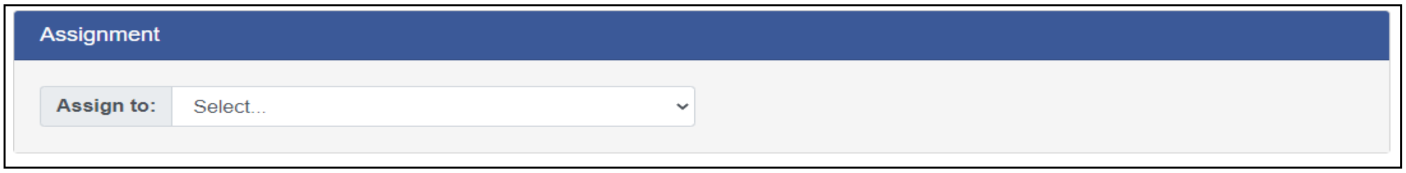


Edit a Request

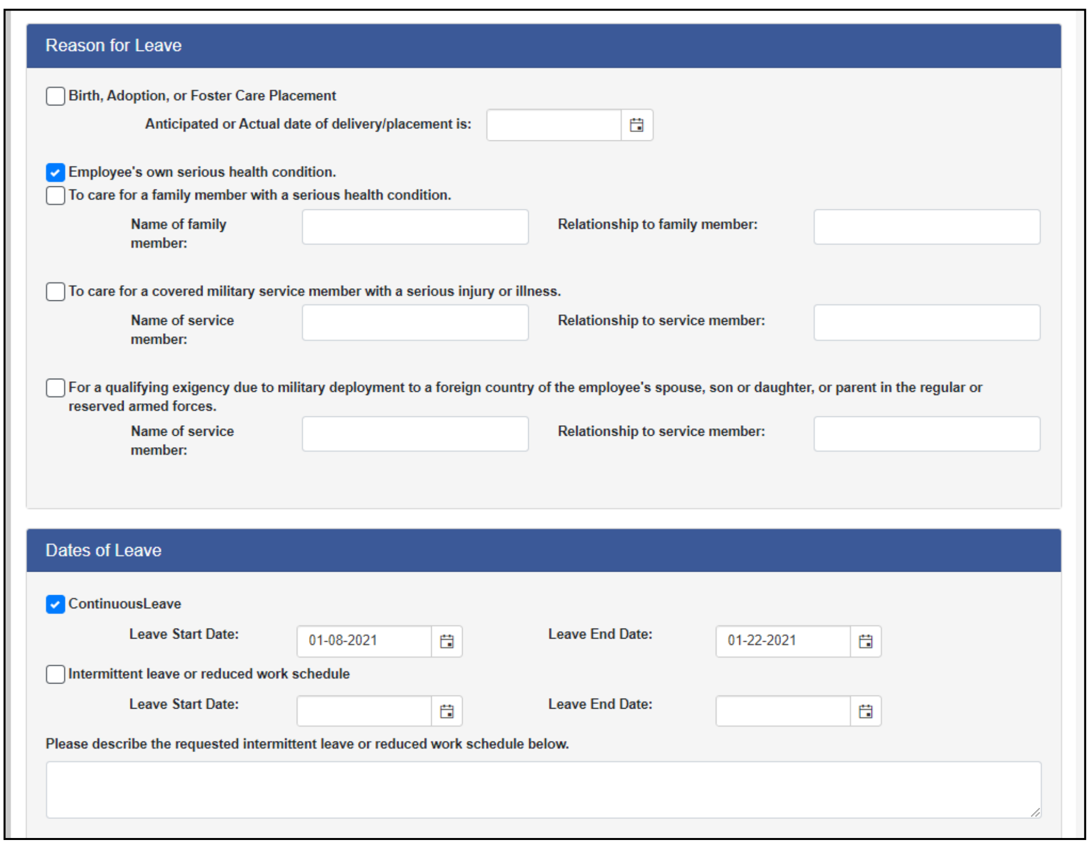
The Edit functionality allows you to both assign the request to a Medical Coordinator and to edit specific fields within the request.

- Click on the **Edit** button at the top of the employee's request page.

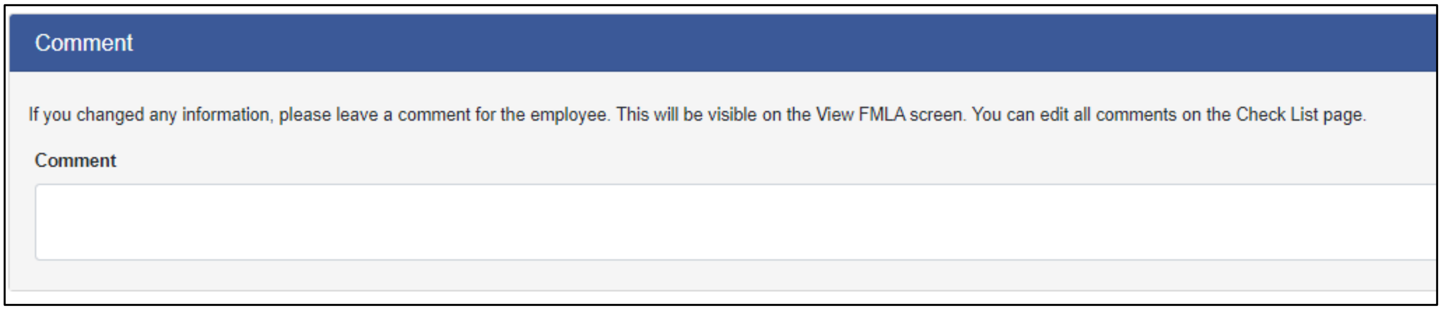
- You may assign the request to another coordinator in your row level security, or you can assign the request to yourself from this dropdown menu.



- You may edit the following:
  - Contact
  - Job Information (Via STAR PeopleSoft data)
  - Reason for Leave
  - Dates of Leave

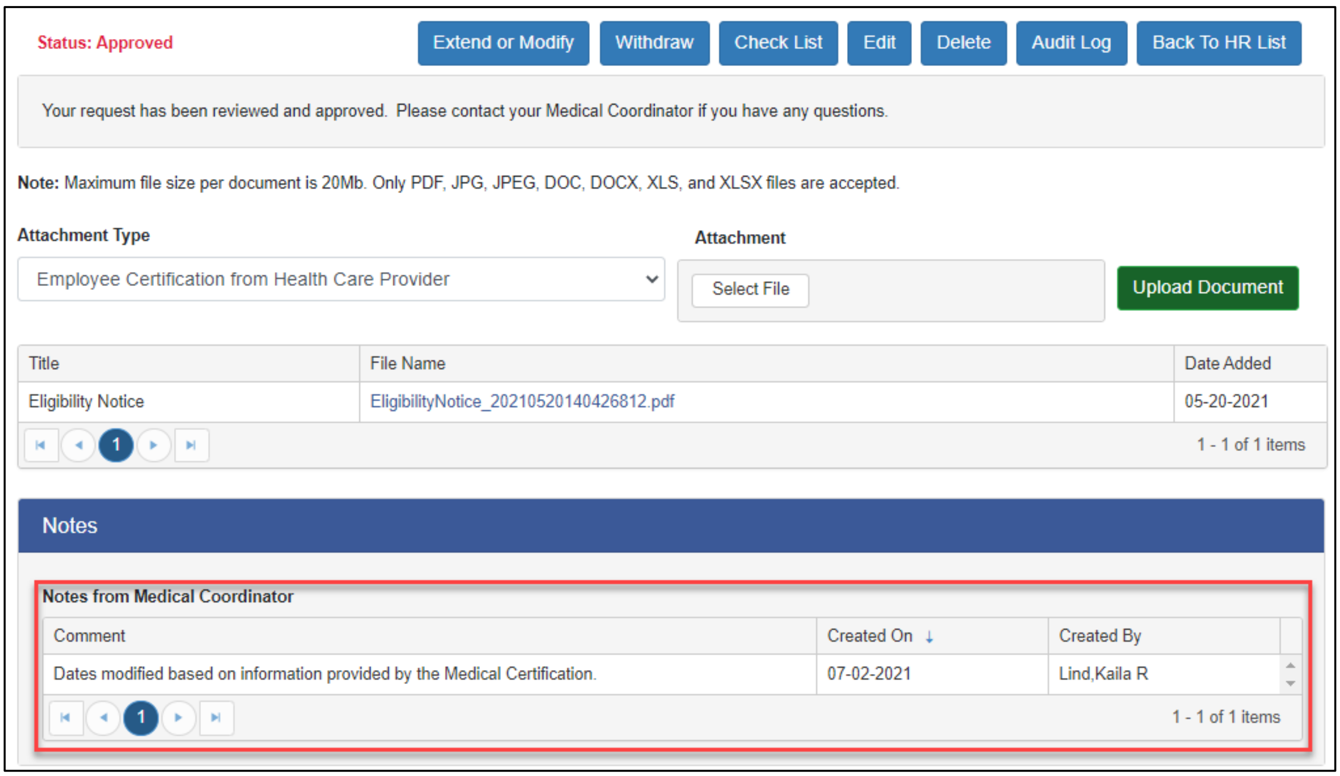


- When changes are made to an employee’s request, enter a comment that will be displayed to the employee.



- Click Save at the bottom of the page when edits are complete.

- The updates made will now be visible on the employee’s request.



Transfer a Request

The Transfer functionality allows active requests to be transferred to different security rows based on an employee’s job data without needing to submit a new request.

1. If a newly transferred employee tells you they had an active request with their previous agency, run the Employee Leave Request History Report to find all active requests and the Medical Coordinator contact email. Please note that you will not have visibility on Region 1 requests as they use a different system. Contact a Region 1 Medical Coordinator for the employee’s previous agency and request the documentation be emailed as an attachment.

System Notifications

There are several system-generated notifications available within the FMLA Application.

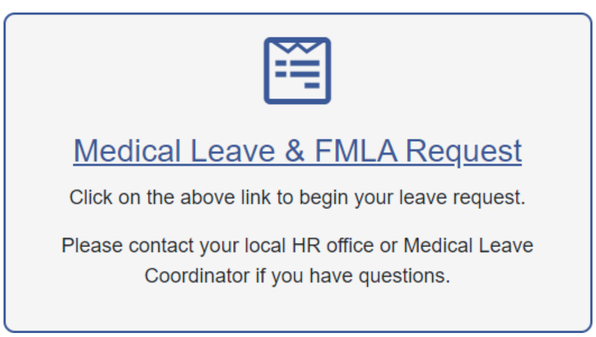
System/Status Change	How Notification is Sent	Email Content
Draft Auto sent every Friday to unsubmitted requests	Automatically sent to Employee business email + any entered email while on leave	**Email Subject:** FMLA/Medical Leave Request - Not Submitted **Body:** You have a leave request that has not been submitted and is in "Draft" status. If you are not ready to submit your request yet, no further action is necessary at this time. When you are ready to submit your request, please complete the following steps: • Log into the FMLA & Medical Leave system • Select the request in "Draft" status • Review the information for accuracy. • On the "Review and Submit" screen, scroll to the bottom, enter your electronic signature, and click "Submit Request". Your request can be submitted before you have obtained medical documentation. See the FMLA System Employee Quick Guide for step-by-step FMLA Application instructions. Contact your medical coordinator for questions. Please do not reply directly to this email.
Under Review Auto change when "Accept Request" is clicked	Automatically sent to Employee business email + any entered email while on leave	**Email Subject:** FMLA & Medical Leave Request Status - Under Review **Body:** Your leave request has been received and is currently Under Review. You can access your request at https://fmla.wi.gov. Your Medical Coordinator will follow up with you. Please do not reply directly to this email.
Awaiting Documentation Manual Change	Checkbox Option to Send • Employee (business + email while on leave email)	**Email Subject:** FMLA & Medical Leave Request Status - Awaiting Documentation **Body:** Your leave request requires additional documentation. If you have questions on what documentation is required, review the Notes Section and/or Eligibility Notice associated with your electronic request or contact your assigned medical coordinator. You can access your request at https://fmla.wi.gov. Please do not reply directly to this email.
Approved Manual Change	Checkbox Option to Send • Employee (business + email while on leave email)	**Email Subject:** FMLA & Medical Leave Request Status - Approved **Body:**

	• CC: Supervisor	Your leave request has been approved. Please refer to the Medical Leave & FMLA System for all documents associated with this request. You may receive further instructions from your Medical Coordinator. You can access your request at https://fmla.wi.gov. Please do not reply directly to this email.
Agency Designation Manual Change	Checkbox Option to Send • Employee (business + email while on leave email) • CC: Supervisor	**Email Subject:** FMLA & Medical Leave Request Status - Approved Designation **Body:** Your leave beginning [leave begin date] has been designated/approved. To review documents related to this designation, please log into the FMLA & Medical Leave system at https://fmla.wi.gov using your IAM username and password (this is the same log in and password that you use for the STAR Human Resources System). You may receive further communication from your Medical Coordinator. Please do not reply directly to this email.
Denied Manual Change	Checkbox Option to Send • Employee (business + email while on leave email) • CC: Supervisor	**Email Subject:** FMLA & Medical Leave Request Status - Denied **Body:** Your leave request has been denied. The "Designation Notice" in the Documents section of your request will include an explanation for the denial. You may also receive further communication from your Medical Coordinator. You can access your request at https://fmla.wi.gov. Please do not reply directly to this email.
Closed Manual Change	Checkbox Option to Send • Employee (business + email while on leave email) • CC: Supervisor	**Email Subject:** FMLA & Medical Leave Request Status - Closed **Body:** Your FMLA request has been closed as of [request end date]. No further action is required unless you need to make updates to your request. See the Employee Quick Guide for information about how to modify your request. You can access your request at https://fmla.wi.gov. Please do not reply directly to this email.
New Request Initial Submission of Request	Automatically sent to Supervisor • No email if Vacant ***Note:*** There is no notification when an	**Email Subject:** [First Name, Last Name] Submitted FMLA/Medical Leave Request **Body**: [First Name, Last Name] submitted an FMLA/Medical Leave of Absence Request. Please refer to the “My Staff Requests” page in

	employee initially submits a request – at this time the Medical Coordinator must review the requests in the application to identify new requests.	the FMLA System at https://fmla.wi.gov for further details. Log in using your IAM username and password (this is the same log in and password that you use for the STAR Human Resources System). Please see the FMLA Application's Manager Guide for important information concerning supervisory responsibilities related to FMLA. The Manager Guide is available at this link: https://dpm.wi.gov/Documents/JobAids/SelfService/MSS/FMLA_Manager_QuickGuide.pdf Please do not reply directly to this email.
Change Request Auto Sent when an employee modifies an existing request	Automatically sent to Assigned Medical Coordinator	**Email Subject:** FMLA Change Request **Body**: A change request for [Last Name, First Name], [Empl ID], [FMLA Request #], was submitted in the FMLA web application.
Withdrawn Auto Sent when an employee withdraws a request	Automatically sent to Assigned Medical Coordinator	**Email Subject:** FMLA Withdrawal **Body**: A request for [Last Name, First Name], [Empl ID], [FMLA Request #], was withdrawn in the FMLA web application.
Document Uploaded Auto Sent when someone other than the assigned medical coordinator uploads a document	Automatically sent to Assigned Medical Coordinator **Note:** You must already be logged into the system for the link to work.	**Email Subject:** FMLA Document Uploaded **Body**: [Last Name, First Name], [Empl ID], [FMLA Request #], has uploaded a [File Type] in the FMLA web application. Link to Request: [hyperlink to request]

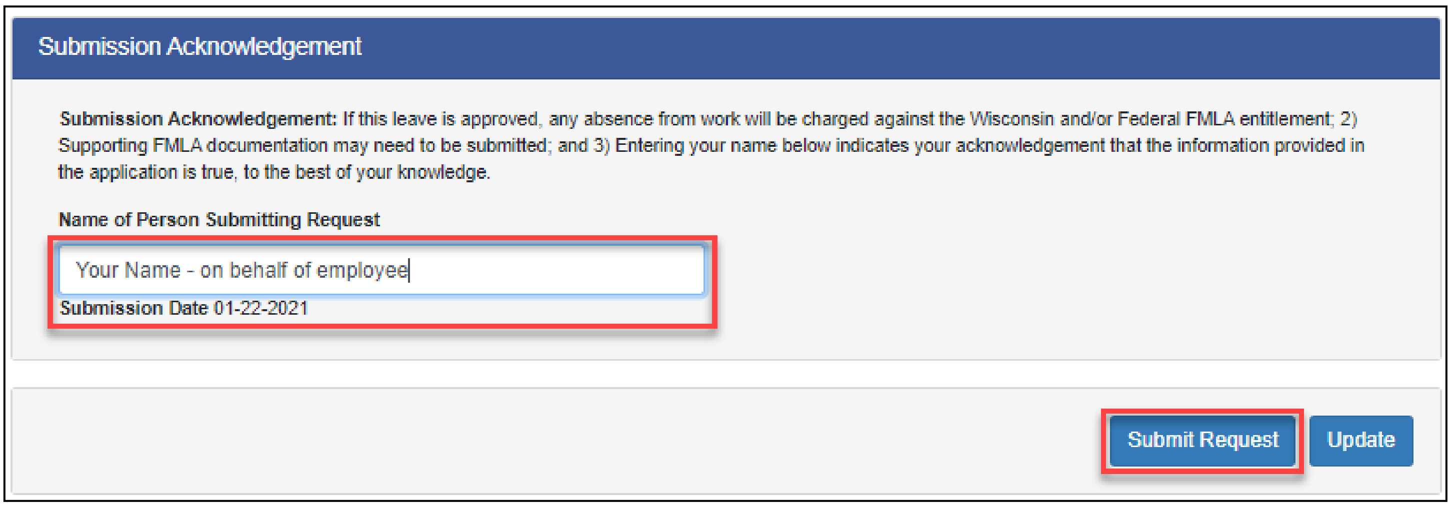
Create a Request on Behalf of an Employee

1. Go to the Dashboard screen and click on Medical Leave & FMLA Request.

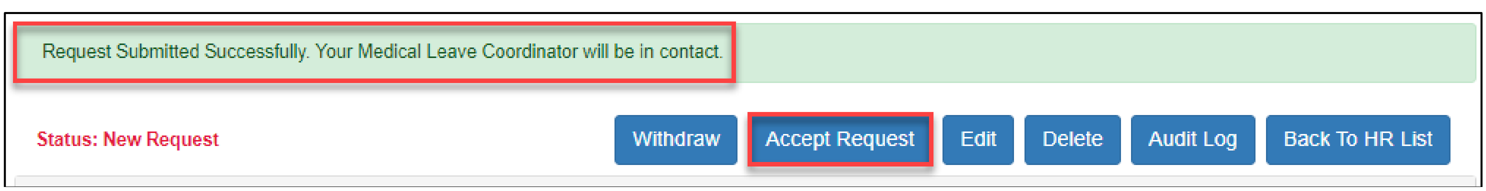


2. Enter an Employee ID and click **New Request**.

3. If you do not have the row level security to manage that user, you will see an error message. Otherwise, you will be redirected to the New Request screen with the employee's information already populated. You may begin setting up the request. Please see the Employee FMLA Quick Guide for reference.
4. When the request is complete, select **Review and Submit.** You will be brought to the submission page. Scroll to the bottom to complete the **Submission Acknowledgement.**
   - Under Name of Person Submitting Request, enter your name followed by "on behalf of employee."
   - Click the **Submit Request** button



5. Once the request is submitted, you will receive a message that the request was submitted successfully at the top of the screen.
   - You can then click on the Accept Request button to assign the request to yourself.

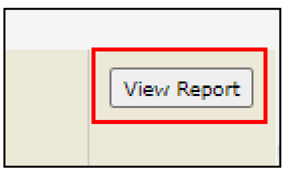


Reports

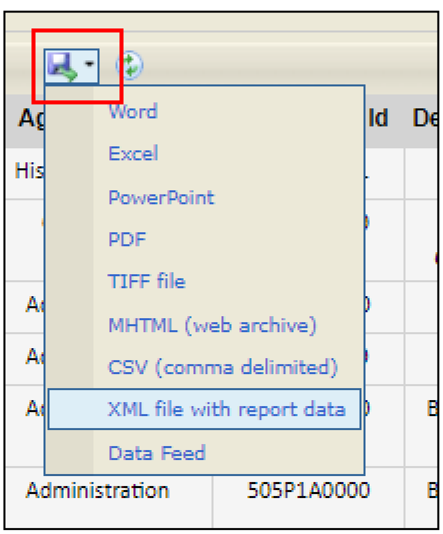
Medical Leave & FMLA System Reports

Reports are accessed by clicking on the drop down next to Reports in the upper right of the banner on any page in the application.

Once you click on a report, you can select your criteria at the top of the page (if you need to update it) and then click the **View Report** button on the far right of the page (you will likely need to scroll all the way to the right to see the **View Report** button).



You can also download your report into Excel or a variety of other formats by clicking on the download button on the report page.



Review the following reports as needed or on a scheduled basis:

Annual Recertification Report

Run: Annually (mid-November)

Use: Identify those who may need FMLA in the upcoming year. The “Flag for Annual Recertification” checkbox must be checked in the FMLA Coordinator Workspace on the request to appear on this report. Send reminder email for recertification.

Awaiting Documentation Report

Run: As needed, but at least weekly

Use: This report will be used to quickly identify requests in an Awaiting Documentation status.

Block Leave Report

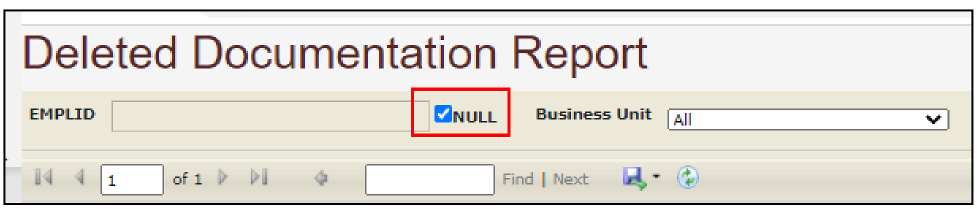
Run: Per Pay Period

Use: Cross reference FMLA entered on employee’s timesheet in STAR HCM. The employee’s FMLA leave balance and FMLA
hours used to date are included in this report.

Deleted Documentation Report

Run: As needed

Use: This report is used to identify documents that have been deleted from an employee’s request. You can search by Empl ID by unchecking the box next to NULL or you can run the report wide-open so everyone within your security appears on the report.



Employee Leave Request History Report

Run: As needed

Use: See all requests pertaining to a specific employee. Will be able to see requests outside of row-level security.

Fitness for Duty Report

Run: As needed, but at least weekly

Use: To identify individuals who may be returning from leave that require a Work Release. The “Fitness for Duty Required” checkbox in the FMLA Coordinator Workspace must be checked on the request to appear on this report.

Intermittent Leave Report

Run: Monthly

Use: Cross reference FMLA used in STAR HCM with the Frequency Duration within the request. The employee’s FMLA leave balance and FMLA hours used to date are included in this report.

Leave Requests Per Year Report

Run: As needed

Use: Can be used to count active FMLA cases at a specific point in time and/or count total FMLA cases for a specific year.

SLA Metric Report

Run: As needed, but at least annually

Use: Shared Services agencies are required to report SLA Metrics per year. The FMLA required metric is that 85% of all FMLA requests are processed no more than 5 days of receiving sufficient data. The SLA Metric Report evaluates two data points to determine if the SLA metric as met (Pass) or not (Fail).

1. Eligibility Metric: Calculates the amount of working days between submission date and Date of First Eligibility Notice Created. If 5 working days or less, Pass. If greater than 5 working days, Fail.

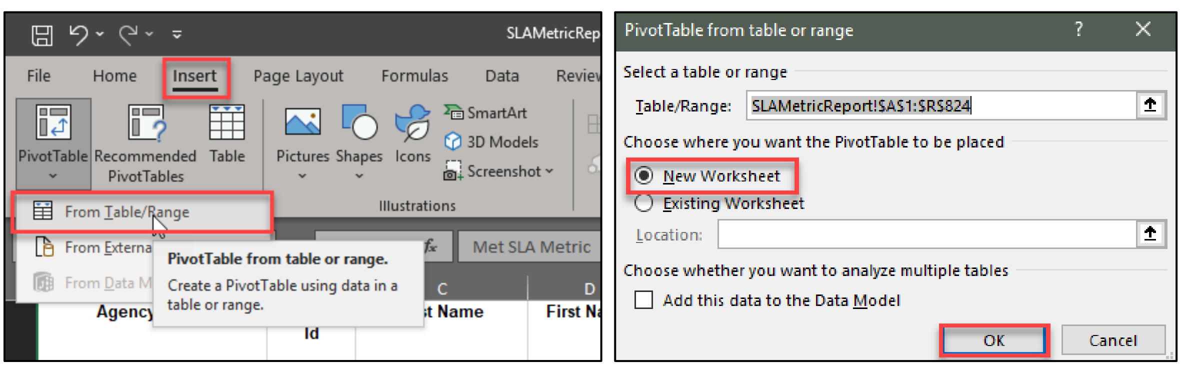
2. Sufficient Data Metric: Calculates the amount of working days between the Sufficient Data Received Date and Date of First Designation Notice Created. If 5 working days or less, Pass. If greater than 5 working days, Fail.

Met SLA Metric: If Eligibility Metric AND/OR Sufficient Data Metric = PASS, then PASS. If both FAIL = FAIL

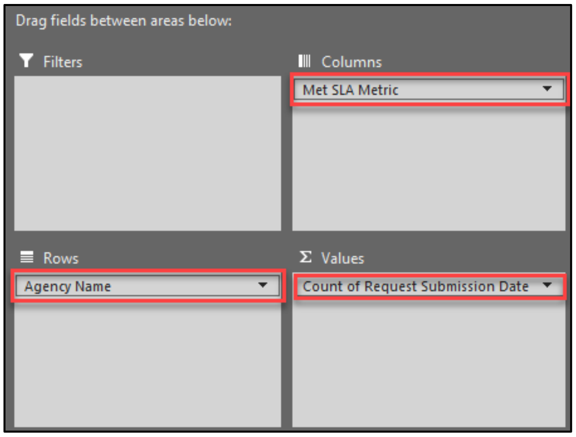
This report captures the data used to calculate this metric. The report will require manual review by Medical Coordinators prior to sharing with HR Leadership for reporting to DPM.

Instructions:

- Run report per calendar year: This includes all requests "Created" within the selected calendar year. Export results to Excel for manual review process.
- Create Pivot Table to review Initial Results
    - On the Insert Tab, select Pivot Table from "Table/Range", the range should automatically populate with the full results. Make sure it opens to a New Worksheet, then click OK.



    - On the new worksheet, select the following fields to display your Pass/Fail/Inc results:



- If you are in a region or large agency, you can filter your Rows by Agency, Department, or Employing Unit for a breakdown by section. If you are in a smaller agency, you can choose any other filter method.
- Make sure the "Values" section indicates a "Count". This will be used in the formula to calculate percentage of metrics met.
- You may also add "Request Status" to the filters section and filter out any status' that you do not want to include in the metric calculation (Draft, Withdrawn, etc.)

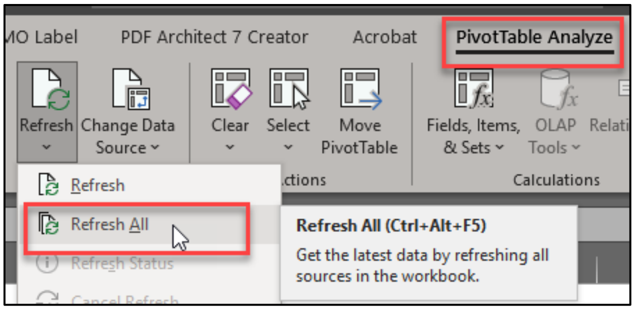
- Once your results are displayed the way you want them, you will need to add a new column to the end of your Pivot Table.

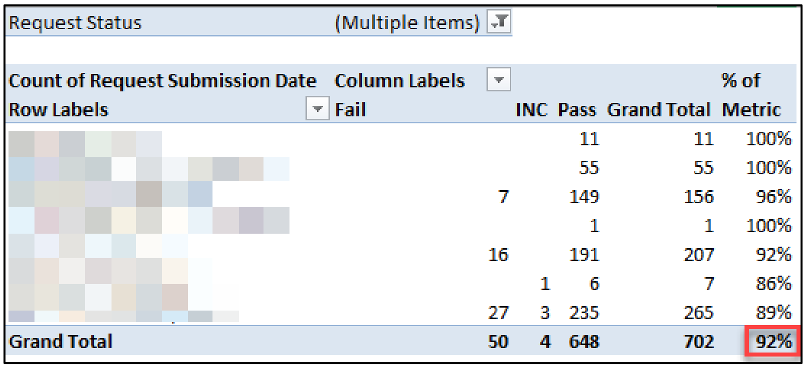
  - In the following example, the New Column was named "% of Metric".

  - In each row, you will need to enter "=", select the "Pass" field for that row, "\", select the "Grand Total" for that row, then hit enter. The autofill formula option does not work for the pivot table, you will need to manual enter the formula for each row that is displayed, or you can just enter the formula on the bottom "Grand Total" row:

Count of Request Submission Date	Column Labels				% of
Row Labels	Fail	INC	Pass	Grand Total	Metric
[illegible]			12	12	100%
[illegible]		2	61	63	97%
[illegible]	8	4	167	179	93%
[illegible]			1	1	100%
[illegible]	16	1	202	219	92%
[illegible]		1	6	7	86%
[illegible]	35	8	265	308	86%
Grand Total	59	16	714	789	90%

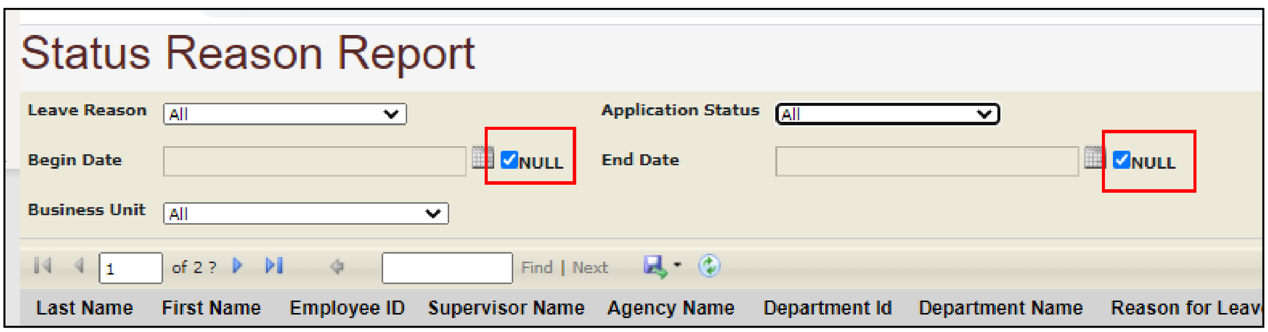
- Reviewing Results - If your metric falls short of 85%, or if you wish to be as accurate as possible for your results, you will want to review the request details and modify the results page.
  - Filter by "MET SLA METRIC – INC (Inconclusive)
    - Inconclusive results are due to missing data points. Review each request for the missing data and modify as necessary.
      - Some requests may be in Draft, Under Review, Withdrawn etc. These may be brand new requests that haven't been fully processed yet.
    - You may want to add a "Notes" column to the spreadsheet so you can keep track of the ones you have already reviewed, as well as document any justification for changing the Metric field to Pass, Fail, or Do Not Include
- Once you have reviewed the results and made any necessary changes, return to your Pivot Table to refresh your Results:





Request Status	(Multiple Items)				
Count of Request Submission Date	Column Labels				% of
Row Labels	Fail	INC	Pass	Grand Total	Metric
			11	11	100%
			55	55	100%
	7		149	156	96%
			1	1	100%
	16		191	207	92%
		1	6	7	86%
	27	3	235	265	89%
Grand Total	50	4	648	702	92%

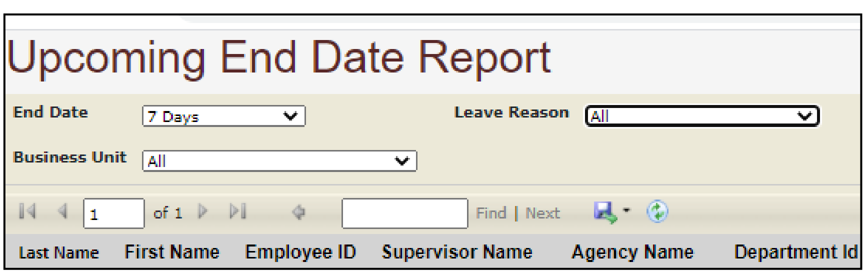
Status/Reason Report



Run: As needed

Use: For internal reporting and/or submission to Payroll. Search by Leave Reason, Application Status, a date range and by Business Unit. Uncheck the boxes next to "Null" in the date search to enter a specific date range.

Upcoming End Date Report

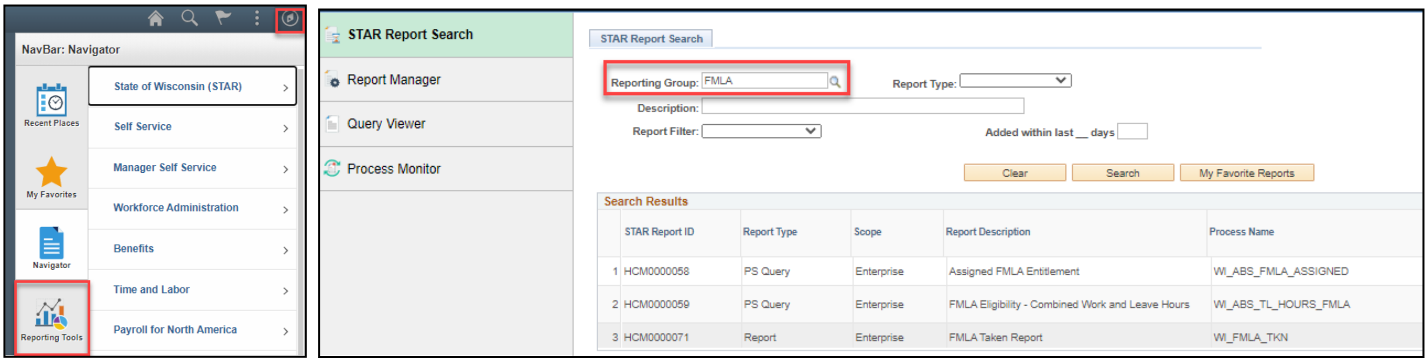


Run: Weekly, Biweekly, Monthly

Use: Identify requests with an upcoming end date in the next 7, 14 or 30 days. Requests that do not need to be extended will need to have their statuses updated to "Closed" after the pay period associated with the leave end date has passed.

STAR Human Resources HCM Reports

To access reports and queries within STAR HCM, select the navigator button on the top right corner. Select Reporting Tools.



STAR Report Search will display. Enter **FMLA** in the Reporting Group. Click **Search.**

WI_ABS_FMLA_ASSIGNED Query

Run: As needed

Use: Lists employees who were assigned an FMLA entitlement within a specified date range. Can be used to audit active requests with current entitlements.

WI_ABS_TL_HOURS_FMLA Query

Run: As needed

Use: To determine FMLA eligibility. Lists combined absence and time and labor hours for a specific employee for a specific date range.

WI_FMLA_Taken Report

Run: Per Pay Period, Monthly, As needed

Use: This can be run for audit purposes, as well as a “big picture” for a specific employee.

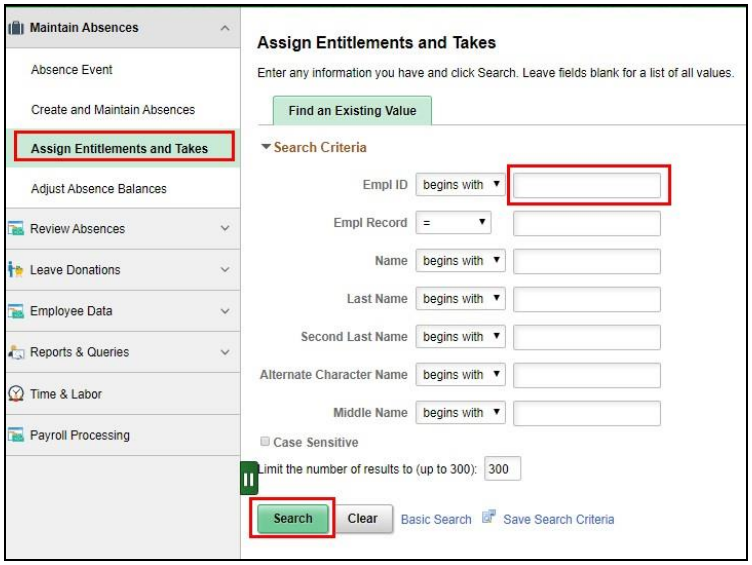
WI_HR_PER_ROSTER_QRY Query

Run: As needed

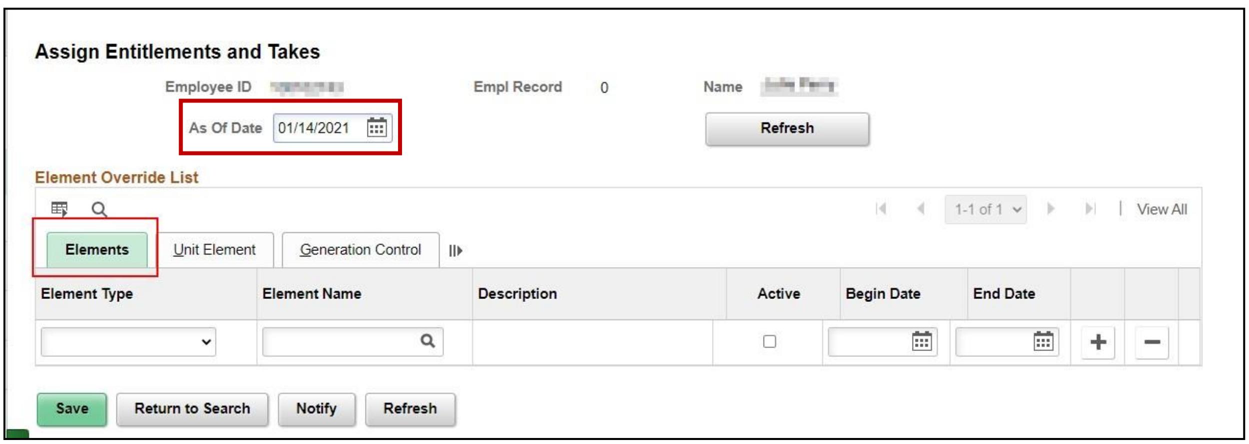
Use: For employees a continuous service date less than one year, run this query to determine if an employee has any other State Service that is not captured in STAR HCM.

Entering FMLA Entitlements and Takes in STAR (PeopleSoft)

1. **Navigation**: Workforce Administrator Homepage – Payroll – Absence Management – Assign Entitlements and Takes under Maintain Absences. Enter the Empl ID and click Search.



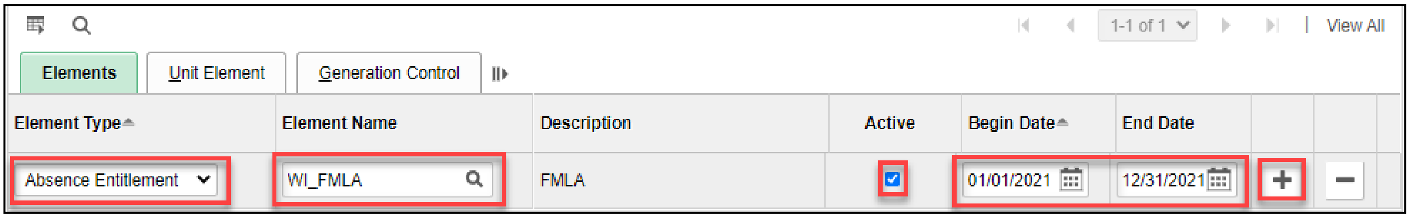
2. You will arrive at the following screen:



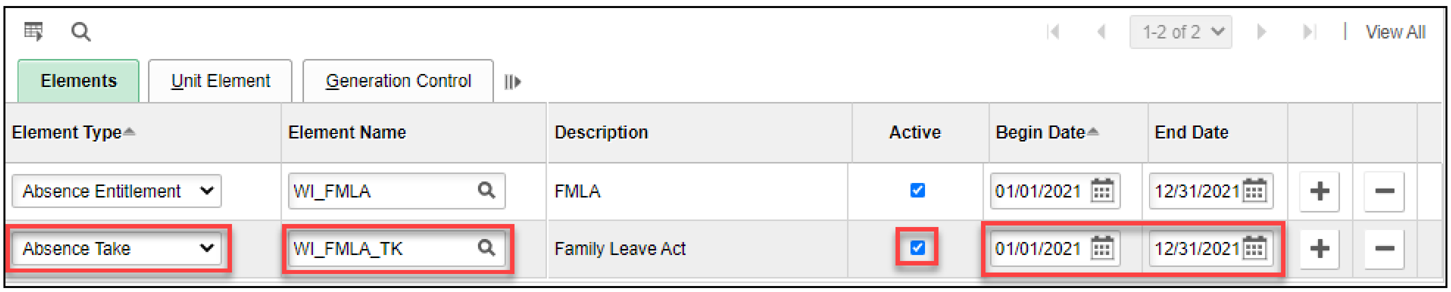
Keep in mind that previously approved FMLA entitlements will display. **DO NOT CHANGE OR DELETE PRIOR YEAR ENTRIES**. Also, if an employee has a previously entered FMLA entitlement for the current year, you may need to Refresh the *As of Date* to 12/31 of the current year for the entitlement to display.

3. On Elements:
   - Enter Element Type = Absence Entitlement
   - Enter Element Name = WI_FMLA
   - Make sure the box under Active is checked
   - Enter the Begin Date. This is either 1-1-XXXX of the year, or the 1st day of the pay period the leave starts.
   - Enter the End Date. This is either 12-31-XXXX of the year, or the last day of the pay period the leave ends. If the leave crosses years, you must enter a 12-31-XXXX end date and then add a new row for the following year.

Then, add a row by clicking on the "+" button.

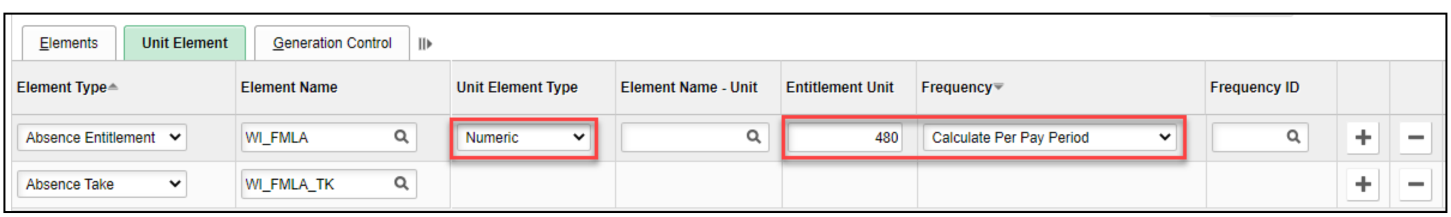


- Enter Element Type = Absence Take
- Enter Element Name = WI_FMLA_TK
- Make sure the Active box is checked
- Enter the Begin and End dates; these dates should match the entitlement.

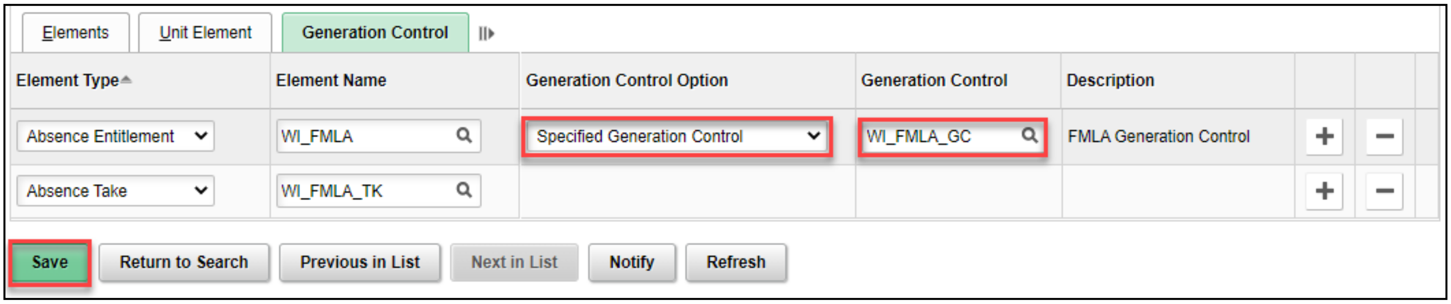


4. On Unit Element:
   - Unit Element Type = Numeric
   - Element Name – Unit = LEAVE BLANK
   - Entitlement Unit = Eligible Number of Hours

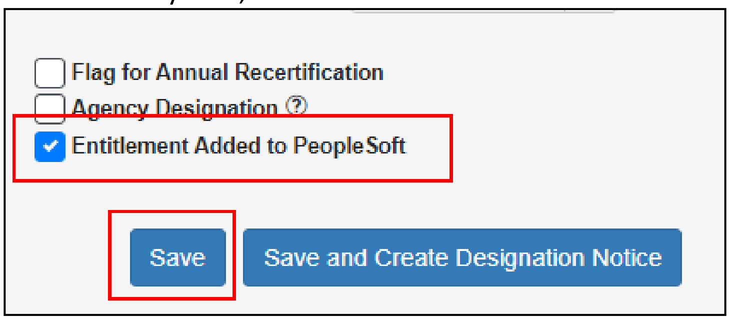
     CAUTION: 480 hours is the standard entitlement, but an employee may be entitled to a different amount based upon their FTE, number of work hours in the 12-month look back period, or the interaction between state and federal FMLA.
   - Frequency = Calculate Per Pay Period
   - Frequency ID = LEAVE BLANK



5. On Generation Control Tab
   - Generation Control Option = Specified Generation Control
   - Generation Control = WI_FMLA_GC
   - Click **Save**

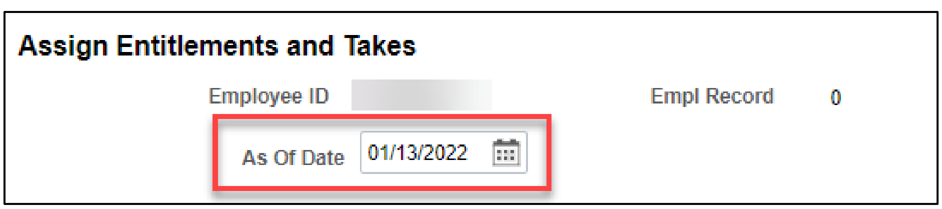


6. Once the FMLA entitlement and take is entered in STAR HCM, return to the **Check List** within the employee's request within the FMLA system, check the box next to **Entitlement Added to PeopleSoft**, and then click **Save**.



Entitlement Tips & Tricks

- **FMLA Entitlement Entry for Employees with Multiple Jobs**: If an employee has active multiple jobs and plans to use FMLA for hours not worked in more than one job, you will need to split the total WI_FMLA entitlement across the eligible jobs (and enter the applicable FMLA takes on all eligible jobs). The total number of FMLA hours used across all jobs can't exceed the total annual FMLA entitlement.
    - **Remember to always attach the leave entitlement to the correct Empl Record**
- FMLA entitlement dates must match/fall within active Employment Record dates.
- If there are multiple FMLA requests for the same timeframe, you only need to enter one entitlement and take.
- You can modify dates and entitlement hours at any time.
- Never DELETE previous or current year FMLA entitlements.
- Can't find an entitlement you already entered? Try refreshing the As of Date!



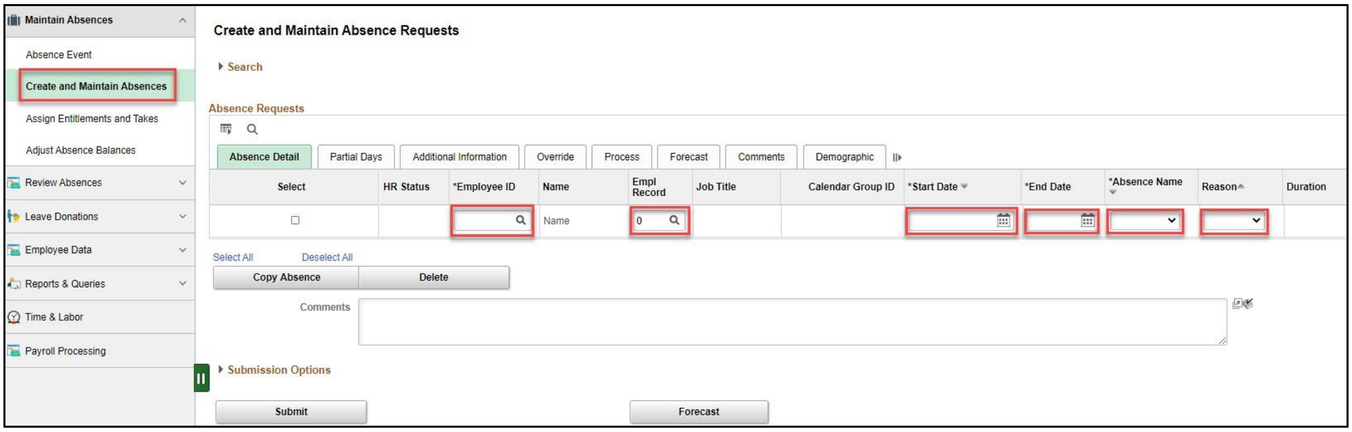
Entering FMLA on Behalf of an Employee in STAR (PeopleSoft)

To access this page, you must have the AM_SPECIALIST core user role. If you cannot access this page, you may need to request assistance from payroll staff.

1. **Navigation**: Workforce Administrator – Payroll – Absence Management – Create and Maintain Absences

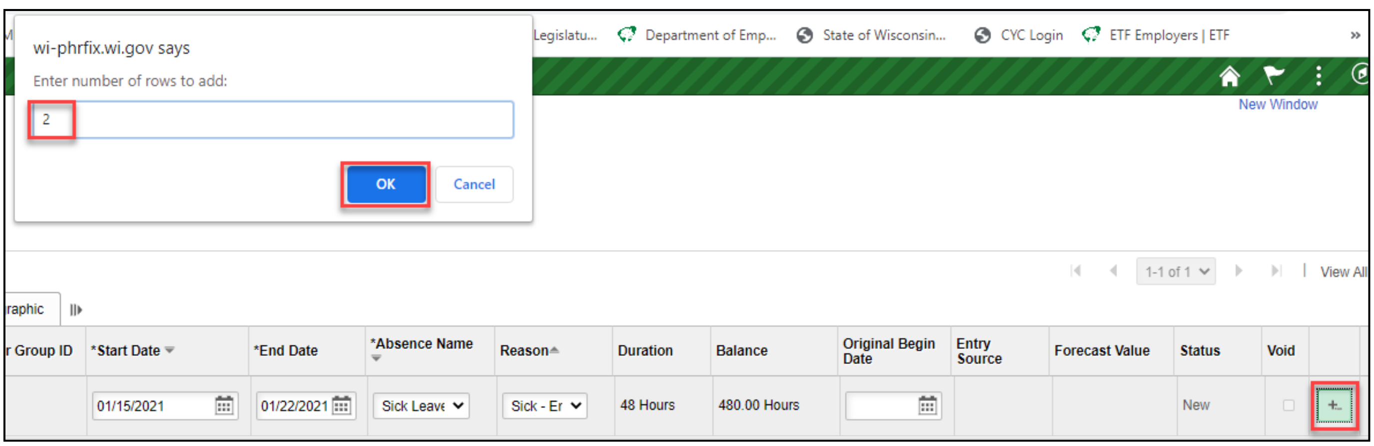
under Maintain Absences. On the Absence Detail tab:

- Enter Employee ID
- Verify Empl Record – System will default to 0.
- Enter Start Date and End Date – You may leave end date blank for one day absences (system auto fills)
- Enter Absence Name and Reason

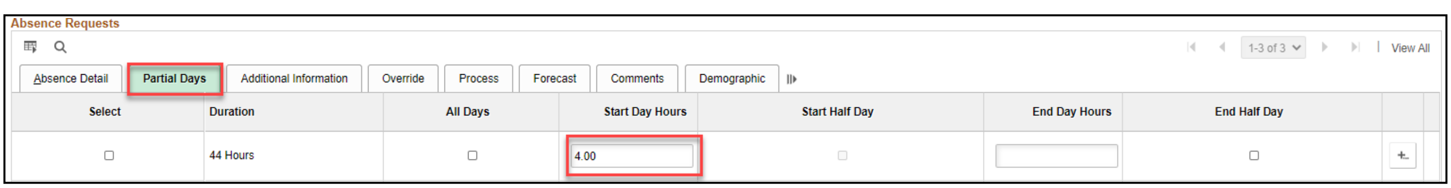


- Duration will automatically populate based on the dates entered, and the employee's system work schedule.

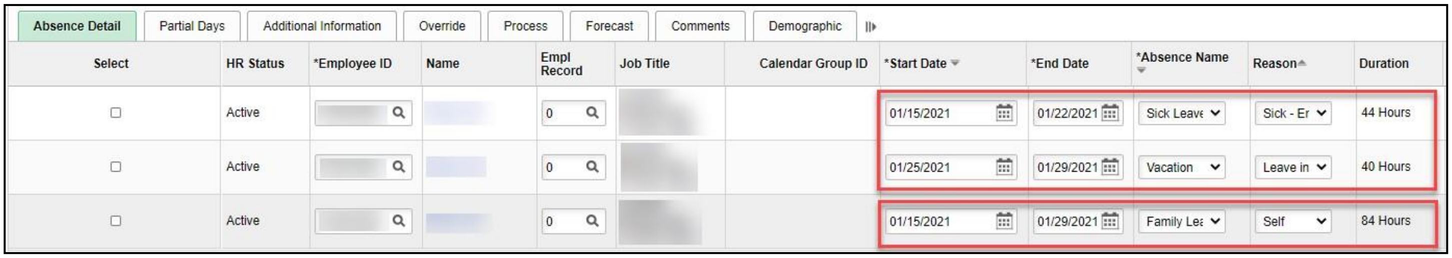
2. Scroll all the way to the right to find the "+" button to add more rows. You will need at least one additional row for the FMLA entry. Employees may also want to use additional leave types; you can enter them all at the same time.



3. Repeat Step 1 for all leave entries. If Partial Days are required, click on the Partial Day tab to enter details

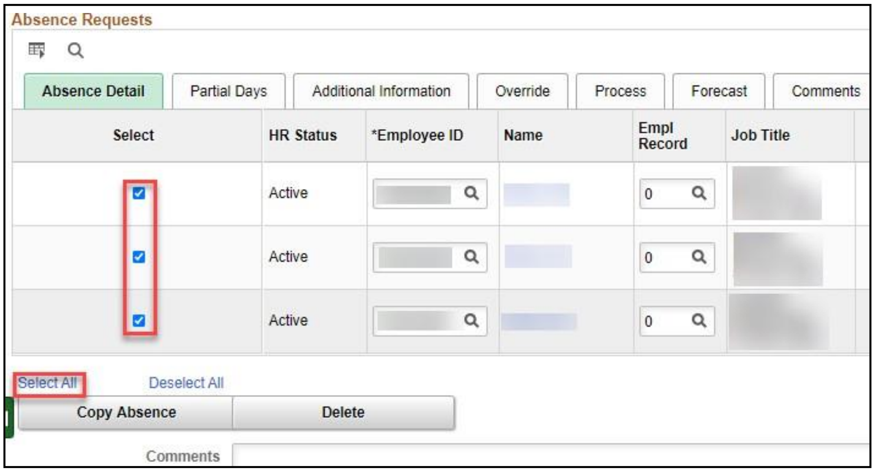


4. Once all leave entries are complete, make sure the dates and duration of your FMLA entry matches the other leave entries.

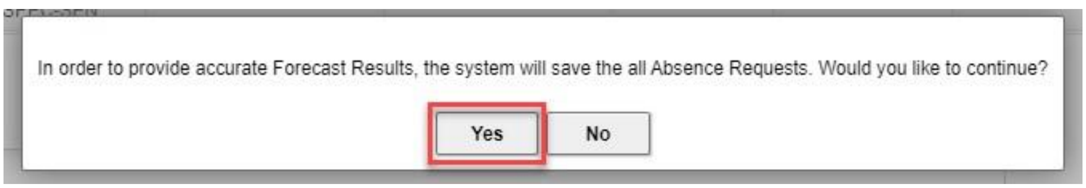


5. Finalize the Leave Entries

 - Select each line or Select All



 - Click **Forecast and Submit**. You will see the following pop up. Click **Yes**.



 - If successful, you will see this message. Click **OK**.

6. If you run into errors, select the arrow next to Search at the top of the page to verify the leave entries are within the date range. You can also search by Employee ID to see other absences the employee has already entered.

Resources

FMLA Toolkit (DPM website)

HR Handbook Chapter 724 – Family and Medical Leave

Wis Admin Code Ch ER 18.14 - Leave of Absence Without Pay

Template Communications