



# Interactive Voice Response System (IVR) for Intermittent and Continuous Leaves of Absence



Sedgwick makes it easy to request a new leave, report an intermittent absence, or obtain the status of any open existing intermittent or continuous leave. We are also available to answer questions about your leave application or medical certification forms.

When calling, be sure to have the **last four digits of your social security number** and your **date of birth** ready to verify your identity.

Sedgwick's IVR is available 24 hours a day, 7 days a week at: **800-416-1808, select option 3 from the Main Menu.**

## 1. To report a new leave

When prompted, say **"report a new leave,"** or press **1**.

You will be transferred to a Service Center Representative who will ask for information related to your leave and answer any questions you may have.

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## 3. To verify the status of a previously reported leave

When prompted, say **"leave status,"** or press **3**.

If you are the employee, say 'yes' when prompted if the leave is for you or for a family member. If supervisor reporting is approved by your employer, supervisors should respond 'no'.

When asked, say or enter your identification information.

After you successfully authenticate, the system will read the type and status of your current leave, approved start and end dates, and the reason if your leave has been denied.

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## 4. To get help with filling out paperwork

When prompted, say **"question about forms,"** or press **4**.

You will be transferred to a Service Center Representative who can answer questions about your leave application or medical certification forms.

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## 5. To get our mailing address or fax number

When prompted, say **"contact information,"** or press **5**.

Tell us whether you need our **"mailing address"** or our **"fax number."**

## 2. To add an absence to an existing intermittent leave

You can only add an absence if you have previously applied for a leave.

- When prompted, say **"absence,"** or press **2**.
- Next you will be asked if the absence being reported is for you or a family member. Say 'yes' or press 1, or 'no' or press 2 (*supervisor reporting*).
- We will next ask you some questions to verify your identity.
- If you only have one open leave, skip to step 5.
- If you have more than one open leave, select a leave by saying **"this one"** as they are read back to you. To hear the next leave, say **"next."**  
**[Note:** You may need to listen to all leaves before selecting one to ensure you select the correct leave. If you have family leaves, you will hear the relationship of the person for which the leave is approved].
- We will ask whether this absence was due to an illness or an office visit. When asked, simply say either **"illness"** or **"office visit."**
- Next, we will need to know the date of the absence. Say the date normally; for example, say **"July first."**
- We will ask how many hours and minutes you will be absent. Say the hours and minutes normally; for example, say **"five hours thirty minutes."**
- Once we have this information, we will read it back to ensure it is correct.
- You will be given a ten-digit confirmation number for future reference. You will need this number if you want to verify the status of your absence later.
- You will be asked if you have any more absences to report.

You are done! The absence has been recorded and will be processed by your Leave Specialist within two business days.