Dear Employee, 20-1923 **(11-09)**

You may be eligible for leave under the Family and Medical Leave Act (FMLA) as described in the attachment, "Employee Rights and Responsibilities Under the Family and Medical Leave Act", and applicable state laws. The enclosed materials describe your rights and obligations under FMLA. The company will comply with any state laws and contractual bargaining agreements. In order to be approved for FMLA, you must complete and submit the enclosed *Family and Medical Leave Act (FMLA) Medical Certification Form.*

Note that you may apply for leave on an intermittent basis or reduced schedule. Section B of the form covers this. It is your responsibility to ensure that your completed form is received by our office, via fax or mail, within 25 calendar days of your first day of absence or 25 calendar days from the date the absence was reported. Please allow for appropriate mail time. We strongly recommend that you retain a copy of the application and proof of mailing/ faxing for your records. The Family and Medical Leave Act (FMLA) Medical Certification Form must be completed by:

- Your health care provider - if you are requesting an absence for yourself due to a serious health condition.
- Your family member's health care provider - if you are requesting an absence to care for a family member with a serious health condition.
- Yourself - if you are requesting an absence to care for a newborn under twelve months old, or for the placement of a child with you for adoption or foster care. Please also provide proof of birth or placement.

Fees charged by health care provider for completion, copying or faxing of the Family and Medical Leave Act (FMLA) Medical Certification Forms are the responsibility of the employee.

We will notify you of the status of your FMLA request after receiving and reviewing the completed *Family and Medical Leave Act (FMLA) Medical Certification Form*.

If approved:

- The period of your approved leave will be counted toward your twelve (12) work weeks per calendar year FMLA allotment, and state allotment, if applicable.
- Your FMLA leave will run concurrent with any periods of approved payments under any applicable plan, policy, program, or collective bargaining agreement.
- If you are not entitled to payment during FMLA leave, you may supplement your leave with other available paid time off, such as vacation or personal days otherwise your leave will be unpaid.
- Recertification will be required if your leave exceeds the period designated by the health care provider. When applying for intermittent leave for a health condition which is chronic or requires periodic treatments or a reduced leave schedule, please be certain that your health care provider indicated the duration of the leave required on the *Family and Medical Leave Act (FMLA) Medical Certification Form*.
- If you fail to return to work upon the expiration of your FMLA leave, and you have not made any alternative arrangements, the company may treat your failure to return as a voluntary resignation, unless your absence has been approved under the provisions of the Sickness and Accident Disability Benefit Plan.

Your FMLA request may be denied, and therefore, the absence may be subject to the provisions of the established attendance plan and practices in your area, if:

- The completed form is not received by our office within 25 days (calendar days) from the first day of absence or 25 days (calendar days) from the date the absence was reported.
- The information provided by your health care provider regarding your health condition does not establish a serious health condition under FMLA regulations.
- Your absence exceeds your remaining FMLA entitlement.

Please remember that it is your responsibility to follow-up with your health care provider to ensure the completed form is received by our office within 25 days (calendar days) from the first day of absence or 25 days (calendar days) from the date the absence was reported. You are responsible for communicating with your Supervisor/ Absence Administrator during your absence period.

If your FMLA request is denied, and you want to request an administrative review, a completed FMLA medical certification form and supporting documents must be received within 14 days from the date of the denial letter. Any documents received from you or your health care provider will be reviewed up to the end of the 14 day period.

If your absence is approved under the applicable disability plan within 39 days from the date the absence was reported into AMTS, the absence will also be approved under FMLA. However, you will not have another opportunity to apply for FMLA leave for this absence if your short term disability is not approved within this 39 day period. Accordingly, to ensure that your absence is considered for FMLA leave coverage, you must return a completed FMLA Medical Certification Form within the time frame specified.

Please fax the completed forms to the correct processing center.

If you have any questions, please contact the FMLA Administrator at (877) 275-8947 or visit the Verizon e-web and search for FMLA.

Please complete and return to:

Verizon West (fGTE) Employees	Verizon East (fBA N/S & VIS) Employees
The FMLA Team 700 Hidden Ridge Mailcode: HQW03H65 Irving, TX 75038 Fax: (214) 285-1587 Phone: (877) 275-8947	The Absence Reporting Center 500 Summit Lake Drive, 4th Valhalla, NY 10595 Fax: 877-786-4500 Phone: (877) 275-8947

Family and Medical Leave Act (FMLA) Medical Certification Form

FMLA is a federal law that guarantees "eligible" employees up to twelve (12) work weeks of job-protected absence for certain family and medical reasons. You are eligible to request an FMLA absence if you have worked for the company for at least one year, worked a minimum of 1250 hours over the previous twelve (12) months, and need to be absent for one of the following reasons:

- A serious health condition that makes you unable to perform any one of the essential functions of your job.
- To care for your immediate family member (spouse, child, or parent) who has a serious health condition.
- To care for your newborn child, or placement of an adopted or foster child.

Family and Medical Leave Act Definitions for Health Care Providers

as defined by the Department of Labor's Regulations

Activities of daily living (ADLs): Examples include adaptive activities such as caring appropriately for one's grooming and hygiene, bathing, dressing and eating.

Health Care Provider (HCP): Authorized health care providers include any of the following who are authorized to practice under State law, and who are practicing within the scope of that practice: doctors of medicine or osteopathy, podiatrists, dentists, clinical psychologists, optometrists and chiropractors, nurse practitioners, nurse-midwives, clinical social workers, and any other person determined by the Secretary of Labor to be capable of providing health care services.

Incapacity: The inability to work or perform regular daily activities due to the patient's serious health condition, treatment for that condition, or recovery from that condition.

Instrumental activities of daily living (IADLs): Activities include cooking, cleaning, shopping, paying bills, maintaining a residence, using a post office and telephone.

Regimen of Continuing Treatment: Treatment including, for example, a course of prescription medication (e.g., an antibiotic) or therapy requiring special equipment to resolve or alleviate the health condition. A regimen of treatment does not include the taking of over-the-counter medications such as aspirin, antihistamines, or salves; or bed-rest, drinking fluids, exercise, and other similar activities that can be initiated without a visit to a health care provider.

Serious Health Condition: An illness, injury, impairment, or physical or mental condition that meets one of the following criteria:

1. **Hospital Care**: Inpatient care (e.g. an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity or subsequent treatment in connection with or consequent to such inpatient care.
2. **Absence Plus Treatment (Acute)**: A period of incapacity of more than three consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition), that also involves:
   A. Treatment two or more times, within 30 days of the first day of incapacity, unless extenuating circumstances exist by an HCP or by a nurse or physician's assistant under direct supervision of an HCP, or by a provider of health care services (e.g., physical therapist) under orders of, or on referral by, an HCP; or
   B. At least one treatment by an HCP which results in a regimen of continuing treatment under the supervision of the HCP.
3. **Pregnancy**: Any period of incapacity due to pregnancy, or for prenatal care.
4. **Chronic Health Condition Requiring Treatments**: A chronic condition which:
   A. Requires periodic visits (at least twice a year) for treatment by an HCP, or by a nurse or physician's assistant under direct supervision of an HCP;
   B. Continues over an extended period of time; and
   C. May cause episodic rather than a continuing period of incapacity (e.g., asthma, diabetes, epilepsy, etc.).
5. **Permanent/Long Term Conditions Requiring Supervision**: A period of incapacity which is permanent or long term due to a condition for which treatment may not be effective, e.g. Alzheimer's, a severe stroke. The patient must be under the continuing supervision of, but need not be receiving active treatment by, an HCP.
6. **Scheduled Multiple Treatments**: Any period of absence to receive scheduled multiple treatments (including any period of recovery) by an HCP or by a provider of health care services under orders of, or on referral by, an HCP, either for restorative surgery after an accident or other injury, or for a condition that would likely result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment, such as cancer (chemotherapy, radiation, etc.), severe arthritis (physical therapy), kidney disease (dialysis).

Treatment: Includes examinations to determine if a serious health condition exists and evaluations of the condition. Treatment does not include routine physical examinations, eye examinations, or dental examinations.

Family and Medical Leave Act (FMLA) Certification Form

Verizon 11/09

Employee's Name: _____**First Day of Absence** _____ **BAID** _____

INSTRUCTIONS : We estimate that it will take an average of ten (10) minutes to complete this form.
Please note : Incomplete Form Will Be Returned For Completion

1. **Employee** Complete Section **A**
2. **Employee's Treating Health Care Provider** - Complete Sections **B** and **D**
3. **Family Member's Treating Health Care Provider** - Complete Sections **B, C,** and **D**

SECTION A: (TO BE COMPLETED BY THE **EMPLOYEE**. PLEASE BE ADVISED THAT KNOWINGLY PROVIDING FALSE OR INACCURATE INFORMATION IN THIS CERTIFICATION IS A VIOLATION OF THE COMPANY'S CODE OF BUSINESS CONDUCT.)

Type of Leave : (check all that apply)

____ New Request ____ Extension/Recertification____ On the Job Injury

Reason for Leave: (check one)

- ☐ A serious health condition that makes you unable to perform any one of the essential functions of your job.
- ☐ A serious health condition affecting your spouse, child or parent for which you are needed to provide care.
- ☐ The birth of your child, or the placement of a child with you for adoption or foster care for the period beginning ___/___/____ through ___/___/___ . You must attach documentation supporting the date of your child's birth, or the date of foster placement or adoption.

Requested FMLA: (check all that apply)

- ☐ Full Time Leave - Taken in consecutive, full day increments.
- ☐ Intermittent Leave - Taken periodically over an extended period of time.
- ☐ Reduced Work Schedule - Taken on consecutive days; employee is able to work some of his/her work schedule each day.

SECTION B: (TO BE COMPLETED BY THE **TREATING HCP**. PLEASE NOTE: INCOMPLETE FORMS WILL BE RETURNED FOR COMPLETION AND MAY RESULT IN DENIAL OF FMLA.)

1A. Describe the medical facts, which support your certification, including a brief statement as to how the medical facts meet the criteria for a serious health condition under the FMLA (see page one). The medical facts must be sufficient to support the need for leave. Such medical facts may include information on symptoms, diagnosis, hospitalization, doctor visits, whether medication has been prescribed, any referrals for evaluation or treatment or any other regimen of continuing treatment.

_____

_____

1B. If leave is for the **employee's** own health condition, please provide information sufficient to establish that the employee cannot perform the essential function(s) of the employee's job as well as the nature of any other work restrictions, and the likely duration of such inability.

_____

_____

2. This patient has been under my care for this health condition since: _____/_____/_____.

3. Does the patient's condition qualify as a *serious health condition* under the Family and Medical Leave Act (FMLA)? (See page one for *Family and Medical Leave Act Definitions for Health Care Providers.*)

- ☐ **NO**, the patient's condition does not qualify as a serious health condition under FMLA. (If you check this box, go directly to Section D.)
- ☐ **YES**, the patient's condition qualifies as a serious health condition according to the following category as described by FMLA regulations. (Please check all that apply, and complete the applicable information.)

Employee's Name: _____**First Day of Absence** _____ **BAID** _____

SECTION B - continued: (TO BE COMPLETED BY THE **TREATING HCP**. PLEASE NOTE: INCOMPLETE FORMS WILL BE RETURNED FOR COMPLETION AND MAY RESULT IN DENIAL OF FMLA.)

Question 3 (cont'd)

a)_____**Hospital Care** (Inpatient – overnight stay)

Please answer ALL of the following questions:

- First Day incapacitated for this current episode: ____/____/____
- Last Day incapacitated for this current episode: ____/____/____
- Admit Date: ____/____/____ Discharge Date: ____/____/____
- Follow-up Appointment Date(s): _____
  - If employee needs to be absent from work for follow-up appointment(s), please indicate the duration of the follow-up appointment(s): (#)_____(circle one: minutes, hours)

b) _____**Absence Plus Treatment (Acute)**

Please answer ALL of the following questions:

- First Day incapacitated for this current episode: ____/____/____
- Last Day incapacitated for this current episode: ____/____/____

The patient's period of incapacity exceeded three (3) consecutive calendar days and involved treatment two (2) or more times, within 30 days of the first day of incapacity, absent extenuating circumstances, by the health care provider, or treatment on at least one occasion which resulted in a regimen of continuing treatment. If a regimen of continuing treatment is required under your supervision, provide a general description of the regimen **(e.g., prescribed medication, physical therapy)**:

_____
_____

- Follow-up appointment date(s): _____
- If employee needs to be absent from work for follow-up appointment(s), please indicate the duration of the follow-up appointment(s): (#)_____ (circle one: minutes, hours)

c)_____**Chronic Condition Requiring Treatment/ Permanent Long Term Condition Requiring Supervision**

The patient requires periodic visits, at least twice a year, to the health care provider for treatment, the condition continues over an extended period of time, and the condition may cause episodic rather than a continuing period of incapacity. The patient requires the following treatment including **prescribed medication,** examinations and/or evaluations of the condition:

_____
_____

Please complete ALL of the following questions that apply:

_____ Current Absence

- Period of incapacity for this absence : From ____/____/____ Through : ____/____/____

_____ Future Intermittent Absences (Please complete the following information.)

- How often do you expect this patient to be incapacitated due to their health condition? (indicate range, if applicable) (#)_____ times per (circle one: week, month, year) each lasting (indicate range, if applicable) (#)_____ (circle one: minutes, hours, days, weeks) for a period of (#)_____(circle one: weeks, months)

Employee's Name: _____**First Day of Absence** _____ **BAID** _____

SECTION B - continued: (TO BE COMPLETED BY THE **TREATING HCP**. PLEASE NOTE: INCOMPLETE FORMS WILL BE RETURNED FOR COMPLETION AND MAY RESULT IN DENIAL OF FMLA.)

Question 3 (cont'd)

d) _____ **Scheduled Multiple Treatments**
Please answer ALL of the following questions:

- First Day incapacitated for this current incident: ____/____/____
- Last Day incapacitated for this current incident: ____/____/____
- The patient will receive the following treatment:
  _____
  _____
- Treatments will commence on ____/____/____ through ____/____/____.
- The frequency of treatment is (#) ____ times per (circle one: week, month, year)
- The approximate length of the appointment (including travel time) is _____ (circle one: minutes, hours,
- days, weeks, months) (indicate range, if applicable)
- The period required for recovery from treatment is (#) ____ (circle one: minutes, hours, days, weeks).

e) _____ **Pregnancy**

- The patient's pregnancy was confirmed on ___/___/____ with an estimated delivery date (EDC) of ___/___/____.
- The patient is scheduled for approximately (#) ____ prenatal appointments.
- The approximate length of the prenatal appointment is (#) ____ (circle one: minutes, hours)
- Do you presently anticipate a need for the patient to be absent from work during her pregnancy?
  ____ Yes ____ No
  - If yes, please describe the medical facts that support this need: _____
    _____
  - How often do you expect this patient to be incapacitated due to this medical condition? (indicate range, if applicable)
    (#) ____ times per (circle one: week, month, year) each lasting (indicate range, if applicable)
    (#) ____ (circle one: minutes, hours, days, weeks) for a period of (#) ____ (circle one: weeks, months)

4. If a ***Reduced Work Schedule*** is necessary upon an employee's return to duty, please provide a description of the required work schedule.(i.e. number of hours per day) (#) _____ from ___/___/___ through ___/___/___

SECTION C: (TO BE COMPLETED BY THE **TREATING HCP** IF THE LEAVE REQUEST IS **TO CARE FOR A FAMILY MEMBER**. PLEASE NOTE: INCOMPLETE FORMS WILL BE RETURNED FOR COMPLETION AND MAY RESULT IN DENIAL OF FMLA.)

Patient's Name _____ Relationship to Employee _____ Date of Birth ___/___/___

5. It is necessary for the employee to be absent from work from ___/___/___ through ___/___/___ to care for this family member. (Please check any of the following and complete the applicable information.)
   - ☐ **Full Time Leave** - Taken in consecutive, full day increments

   - ☐ **Follow-up appointment to Full Time Leave**

Duration of the follow-up appointment, that employee needs to be away from work: (#) ____ (circle one: minutes, hours

   - ☐ **Intermittent Leave -** Taken periodically over an extended period of time, with a likely frequency of (#)___ - (#)____ times per (circle one: week, month, year) with a probable duration of (#)____ (circle one: minutes, hours, days, weeks) for a period of (#) ____ (circle one: weeks, months)

   - ☐ **Reduced Work Schedule** -Taken on consecutive days; the employee is able to work some of his/her work schedule each day. The employee is able to work (#)____ hours per day.

Employee's Name: _____**First Day of Absence** _____ **BAID** _____

SECTION C - continued: (TO BE COMPLETED BY THE **TREATING HCP**. PLEASE NOTE: INCOMPLETE FORMS WILL BE RETURNED FOR COMPLETION AND MAY RESULT IN DENIAL OF FMLA.)

6. Does the patient require assistance for :

Basic Medical or Personal Needs	□ Yes □ No	Transportation	□ Yes □ No
Psychological Comfort	□ Yes □ No	Safety	□ Yes □ No

7. If leave is required to care for a child age 18 or older, the child must be incapable of self-care. The individual must require active assistance or supervision to provide daily self-care in three or more of the activities of daily living (ADLs) or instrumental activities of daily living (IADLs). If the employee has requested FMLA leave to care for a child age 18 or older, please provide at least three ADLs/IADLs that the patient requires active assistance or supervision with. (See page one for the definition of ADLs and IADLs.)

_____
_____

SECTION D: (TO BE COMPLETED BY THE **TREATING HEALTH CARE PROVIDER**.)

We strongly recommend that you retain a copy of this form in the event clarification of its content is needed. Incomplete forms will be returned to the employee to be completed. This may result in a delay or denial of the employee's FMLA approval.

I certify that the above information is true and correct:

_____

Treating Health Care Provider's Printed Name Signature Date

_____

Type of Practice Address Phone# Fax#

Fax Cover Sheet

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Employees please ensure to send the FMLA forms to the correct Processing Center:

Verizon West (fGTE) Employees
FMLA Team
700 Hidden Ridge Mailcode:HQW03H65
Irving, TX 75038
FAX 214-285-1587

Verizon East (fBA N/S & VIS) Employees
Absence Reporting Center
500 Summit Lake Drive 4th Fl
Valhalla, NY 10595
FAX 1-877-786-4500

Employee Name: _____

BAID:_____

First Day of Absence: _____

Date: _____

Fax#:_____

From: _____

Pages including cover sheet: _____

CONFIDENTIAL AND PRIVATE

Employee Rights and Responsibilities
Under the Family and Medical Leave Act

Basic Leave Entitlement
FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements
Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.
FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections
During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.
Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements
Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition
A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.
Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave
An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave
Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with an employer's normal paid leave policies.

Employee Responsibilities
Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.
Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities
Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.
Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers
FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement
An employee may file a complaint with the US Department of Labor or may bring a private lawsuit against an employer.
FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.
FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures

For Additional Information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV
U.S. Department of Labor/Employment Standards Administration/Wage and Hour Division