

Reporting an Absence

To report or request medical leaves (FMLA) call the automated IVR line 1-877-720-6032 or access <https://absence.basiconline.com> and answer the questions asked. The website is mobile friendly!

A touchtone phone is needed if using the toll-free number.

If you need to return to the previous question during your call, simply press the star (*) key on your touchtone phone or the back button if using the web.

At the end of the call or web reporting you will be given a confirmation number. The confirmation number is proof you made the call and completed all questions. If you do not answer all of the questions or if you hang up during the call, your absence notification will be considered incomplete. Please retry your call or web reporting in order to avoid disciplinary action.

Have a pen and paper ready to record the confirmation number provided during the call.

If you have problems during your call, please hang up and try your call again or log onto <https://absence.basiconline.com> and complete your absence reporting on the web application.

If you continue to have problems, please call BASIC directly at 1-888-472-3652.

You or your representative must make the call based upon your employers absence policy and procedures. Your supervisor, Human Resource Representative or BASIC cannot make the call on your behalf.

Based upon your department policy, you may also need to notify your supervisor of your absence.

FMLA Leave

For FMLA leaves, you must report your absence, if known, at least thirty (30) days in advance.

If your absence is eligible for FMLA and you do not have an FMLA event on file, BASIC will mail FMLA certification paperwork to the address on file with your employer. The paperwork will leave BASIC's office within five business days. The paperwork will need to be returned by the date indicated on the cover letter. If the paperwork is not returned by this date, the FMLA absence could be denied or delayed.

Once your FMLA claim is approved or recertified by BASIC, you will receive a two-digit claim number. This number is found on your approval letter from BASIC. If you are calling in for an Approved FMLA, you will need this two-digit claim number. If you do not have this number, you can continue; however, there may be additional questions concerning the reason for your absence.

Returning to Work

To schedule your return to work from a continuous absence, you must contact **your HR department** and provide a written return to work release from your doctor.

You must notify **your HR department** at least two (2) days before your return date to allow time for processing.

For Assistance

If you have questions regarding City of Santa Ana's policies, absence status, written-approved absences or other concerns please contact **your HR Department**.

This brochure has been provided to guide you through the reporting and call in process for an unscheduled absence.

Requesting Medical Leave (FMLA)

**[https://
absence.basiconline.com](https://absence.basiconline.com)**

or

1-877-720-6032

IVR# 877-720-6032

As an employee of City of Santa Ana, you are required to report all medical leaves of absence to BASIC by using the website or the total free IVR number.

Sample Call in Script

When you call you will hear:

“Welcome to the leave of absence reporting line.

Please listen carefully to the following prompts and respond using your telephone keypad. If you need support or have questions please contact BASIC at 888-472-3652.

At any time, you may press the star (*) key to return to the previous question.

At the end of this call, you will be given a confirmation number, which you should be prepared to write down and save for reference purposes.”

You will be asked to enter your employee ID number and provide a telephone number where you can be reached. After this is entered you may hear the following.

“Please enter the purpose of this call.

To report a full day’s absence, tardy, or leave early, press 1.

To request medical (FMLA) certification paperwork without reporting an absence at this time, press 2.

To cancel a previous absence notification call, press 3”

If you press 1, you will hear the following:

“Please enter the first date you will be absent, tardy, or leaving early. For today, press pound (#); otherwise, use two digits each to enter in order the month, day, and year. For example, January 1, 2012 would be entered as 010112.

You will now be asked to enter the type of absence that you are reporting and your return date. After this is entered you may here the following.

Is your absence, tardy, or leave early for a currently approved, or already submitted and pending FMLA claim?

For Yes, press 1.

For No, press 2.

If this is for a previously approved FMLA and you have your two digit claim number, please enter it now. If this is for a pending FMLA claim, or if you do not know your claim number, press pound (#).

What is the reason for your absence, tardy or leave early?

For a health related condition for yourself or a member of your immediate family, press 1.

For the care of your newborn child, a recently adopted child, or a new foster child, press 2.

For an absence covered under the military leave provisions of FMLA, press 3.

For all other absences, press 4.”

You will now be asked specific questions to determine who the absence is for and if it relates to Workers’ Compensation. You will then be given a confirmation number, which you must write down and save for reference purposes.

“Your confirmation number is 4652. To repeat your confirmation number, press 1. To complete this call, press 2.”

At this point you can end the call by hanging up.

Web Reporting - Mobile Friendly

Web reporting will be very similar to the call in line.

You will need your employer ID number or your IVR number and employee ID in order to complete your submission.

You may use the back button at any time to go back to a previous question.

After all the questions are answered you will be able to review your answers prior to submitting your request.

If you click on a question to change an answer you will be asked all the questions after that question once again.

Your submission is not complete until you receive your confirmation number. If you close out of your web browser prior to answering all your questions your submission will be incomplete and you may face disciplinary action

The web reporting can be accessed from any browser were internet is available, including smart phones.

The question marks on the page can be clicked on to give helpful hints.

Internet cookies are enabled to remember your employee detail information. This is important to remember if more than one person uses the computer/mobile device to report an absence to their employer.