



ENCE (LOA)

SSMHealth

Leave of Absence (LOA) Information

📅 Last updated September 4, 2025 ...

Any time you have a life event, such as a personal health condition, that results in your being unable to work for more than three consecutive, full calendar days (not shifts), you are required to request a leave of absence. You should submit a leave of absence request within 7 calendar days from your first date of absence to avoid a delay or potential denial of your leave or disability claim.

[Click here](#) to access the Leave of Absence Resource Guide. This guide can also be accessed by following these steps:

1. Click the **MENU** icon.
2. Under the **Apps** tab, locate and click the **Benefits and Pay** app.
3. Under **Suggested Links**, click **Leave of Absence Resource Guide**.

The Benefit Plan and Information Resources web site will appear. Click **LOGIN** if needed.

4. Click **Leave of Absence, Disability & Workers' Compensation Benefits** to learn more.

There are 2 ways to apply for Leave of Absence (LOA):

1. Call Sedgwick at **1-855-253-0820** from 7am-7pm, Monday-Friday Central Time.
2. Report a new claim on the Sedgwick website at www.mysedgwick.com/ssmhealth.

NOTE: You must notify **Sedgwick** within 7 calendar days of your first missed day.

If a return to work date has been identified, you should communicate this date to your manager and Sedgwick, providing at least 2 days advance notice.

Upon return to work from a **LOA** due to your own serious health condition, you **MUST** submit a return to work note from your treating physician prior to your return or on the day you return to work to your manager.

The day you return to work, you must call Sedgwick before the start of your shift stating your official return.

FAQ's:

Q When do I request a leave of absence? Any time you have a life event such as a personal health condition that results in your being unable to work for more than 3 consecutive full calendar days (not shifts), you are required to request a leave of absence.

30 days advance notice of the need to take a leave of absence should be given, when the need is foreseeable. Leaves are required to be requested within 7-calendar days of your first missed scheduled workday. Missed absences that are more than 7-calendar days prior to you providing the appropriate notification may not be approved under FMLA and may be subject to the requirements in the attendance policy. Late reported leaves with an associated Short-Term Disability claim will result in your report date being your first elimination period date for your disability claim.

Q What Short-Term Disability Benefits are offered? Benefit eligible employees are covered by a Short-Term Disability (STD) plan.

STD provides a weekly benefit of 60% or 75% of your base weekly salary after a 7-calendar day elimination period is exhausted. 60% pay benefit is automatically available at no cost. Employees have the option during open enrollment to “buy up” STD, up to 75%. Benefits continue until the earliest of your recovery or the end of the maximum benefit period, which is 90 days after your disability (after 83 days of STD). Disability payments are paid via the normal SSM Health payroll cycle. If STD benefits are exhausted, PTO is utilized until exhaustion before a transition to Long-Term Disability (LTD) occurs.

Q How do I file for leave of absence? SSM Health partners with Sedgwick to administer leave of absence and disability benefits. A leave of absence/disability request can be submitted via phone or online.

Phone: 855-253-0820 to File a New Claim 24/7/365

Online Portal: [Mysedgwick.com/ssmhealth](https://mysedgwick.com/ssmhealth)

Q What information do I need to file for a leave of absence (LOA)? Employees should have the following information available when submitting a LOA request to Sedgwick:

- Employee ID #
- Social Security number
- Date of birth
- Mailing address for communications during leave of absence
- Phone number
- Personal email address
- Supervisor name

- Work schedule (days/hours)
- Health Care Providers contact information (address/phone/fax)
- Anticipated absence duration

Q Can PTO be utilized to supplement STD to provide 100% pay? No, SSM Health does not offer the option to supplement a STD pay benefit with PTO.

Q What do I need to do when I'm ready to return to work? If a return to work date has been identified, you should communicate this date to your manager and Sedgwick, providing at least 2 days advance notice.

Upon return to work from a **LOA** due to your own serious health condition, you **MUST** submit a return to work note from your treating physician prior to your return or on the day you return to work to your manager.

Q Why doesn't my badge work when I try to clock in upon my return to work? There may be a delay at any point in the process below:

1. You are required to confirm your return to work with Sedgwick **on the day you return to work**. Once you confirm your return to work, Sedgwick has 24 hours to enter the confirmed date into their portal.
2. Once the confirmed return to work is entered into Sedgwick's portal, the return to work will pass into Workday on the next file feed that occurs daily at 3:00 a.m.
3. At 3:00 am, Sedgwick sends a file to Workday updating your employee status in Workday to Active. The process could take up to 48 hours from the time you confirm your return to work.
4. On the day Workday receives the file from Sedgwick, a file is sent to the SSM Health Time Clock at 6:00 am, unlocking your account.

If your status shows as Active in Workday, please be patient and try using the clock on the following day. In the meantime, please add your worked time directly on your timesheet in Workday.

If your status continues to show "on leave" in Workday 72 hours after Sedgwick confirmed your return-to-work date, please contact People Services or create an AskHR ticket.

NOTE: If experiencing issues accessing EPIC or other computer systems after you return to work, please contact Technology Service Center at 314.644.7345.

Q Can my STD elimination period (7-calendar days) be unpaid? Maybe, employees who are WI FMLA (state leave) protected have the option to take WI FMLA protected time unpaid. If no WI FMLA protection applies, PTO is required to be utilized to provide pay during the STD elimination period.

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Sedgwick absence elimination period attendance policy requesting leave disability benefits 30-day advance notice

Contact LTD time clock unlock filing a claim 7-day advance notice time clock Payroll time off DailyPay

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The first week (seven calendar days) of disability is an elimination period in which disability income is...

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[How do I apply for maternity le...](#)

In addition to notifying your supervisor about your anticipated maternity leave, contact Sedgwick ...

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STILL NEED HELP?

Create a AskHR Case to get support from a specialist.

Create AskHR Case