IVR Guide (877.GO2.FMLA)

The employee will first hear:

"Most FMLA needs are now handled on our website. Requesting, tracking and managing family and medical leaves is now faster and easier than ever. To hear our website and fax information, press 1 now. For existing leave requests, you will need your leave request number to proceed. If opening a new leave request, please have your employee ID readily available."

If you press 1 you will hear:

- "The website address for FMLASource is **www.fmlasource.com**. Our confidential fax numbers are 877.309.0218 or 312.660.1065. To repeat this information please press 1."
- Note: After selecting this option, the call will end. Please call back again for the full list of IVR options.

If you do not press 1 you will be given a list of options:

1. To track time, **press 1**
2. To check claim status, **press 2**
3. To report return to work date, **press 3**
4. For maternity date of delivery, **press 4**
5. To open a new claim or speak with a specialist, **press 5**

After selecting your option you will hear:

- To enter your **leave request number**, press 1
- To enter your **employee ID**, press 2
- By pressing 1 or 2, the employee will be asked to enter their **home ZIP code** per the client's eligibility file. Once entered, they will be able to finish their requested action.

Helpful IVR Tips

- Please have your **leave request number** and/or your **employee ID** number ready prior to calling.
- When reporting an absence, you will need to enter the date with the following format: MM/DD/YYYY. For example, January 1, 2019 would be 01/01/2019.
  - Hours will use this format: HH/MM. For example, 7 hours and 30 min. would be 0730.

Here when you need us.

Call: 877.GO2.FMLA
TTY: 800.697.0353
Fax: 877.309.0218
Online: fmlasource.com