

Manager Checklist: Supporting the PFML Process

Use this guide to avoid common operational errors and pay delays for your team.

Phase 1: Leave Application

- **Initial Employee Notification:** Employees are expected to provide **notice** for a foreseeable leave (e.g., childbirth or scheduled surgery). Use this period to begin discussing work coverage and the transition of responsibilities.
- **Review "New Claim" Notification:** Review the automated email from Sedgwick (sent within 1 business day of employee's application) to note the requested leave start date and the due date for medical documentation.
- **Intermittent Leaves:** If an employee is approved for intermittent leave, they must still follow your standard departmental absence procedures.
- **For Faculty Only – Employee submits** the [Faculty Request for Non-Academic Leave Form](#) to their Chair or Dean prior to filing their Sedgwick claim.

Phase 2: Leave Documentation

- **Track Status:** No direct action is needed while paperwork is pending, but you can check the [mySedgwick Manager Portal](#) to see if the claim status is "Pending" (waiting for medical forms or future dated) or "Approved."

Phase 3: Determination & Management

Determination: Sedgwick will email an approval or denial letter with the leave start and end date to you shortly after a decision is made.

Communication: While you cannot ask about an employee's specific medical diagnosis, you **can** and should stay in touch regarding their "Expected Return-to-Work Date" so you can manage departmental coverage.

Phase 4: Return to Work

- **Verify OHC Clearance (Medical Leaves Only, not including Childbirth):**
 - **Note:** For personal medical leaves other than childbirth, the employee **cannot** resume work (including remote work) until OHC clears them. This is a safety and liability requirement. OHC will send you an email with the date the employee is cleared to return.
 - If there are any **work restrictions** (e.g., "cannot lift over 10 lbs" or "needs a ergonomic chair"), OHC coordinates with the BU Equal Opportunity Office to review these as a request for reasonable accommodation.
- **Confirm Actual Return Date with BU Leaves and Sedgwick:** You must report your employee's return to work to HR and Sedgwick within 24 hours of their return.
 - Report the return via the [mySedgwick Portal](#) and by replying to the Return to Work Confirmation email from hr@bu.edu.
 - If the manager does not confirm the return date immediately, the employee is placed in an unpaid status the day after their leave ends and may experience significant payment delays.
 - If the employee has not returned to work after the leave ends and wants to use sick time or vacation time to extend their time away before they return to work, the department can approve the time off request and email leaves@bu.edu to place the employee back into a regular paid status.
 - If an employee has exhausted their PFML entitlement and cannot return to work, they should be referred to the Equal Opportunity Office to request an ADA extension or, if eligible, they can apply for Long Term Disability via Sedgwick.