



Employee Leave Journey



HR Introduction

HR adds your leave to the Sparrow Dashboard. You will receive an email invitation to set up your Sparrow Dashboard.

Your leave is assigned to a dedicated Sparrow Leave Specialist. They will send you a few action items that will take less than **15 mins** of your time.

You will receive information about your eligibility for any federal, state and local job protection regulations, company policies, and wage replacement programs.

Answer questions and complete the action items sent by your Leave Specialist

Intake Process

Your Leave Specialist works with you to create a customized leave plan based on your company leave policies, job protection, and your benefits and pay.

Ask questions and get assistance to plan for your leave.

A recap is sent to you with any action items. Details about your pay during your leave is added to your Sparrow Dashboard.

Job Protection Designation

If applicable, submit any documentation required to qualify for federal, state and/or local job protection regulations.

Where applicable, your Leave Specialist reviews any documentation with your employer and sends you a Designation Notice(s).

Claims Paperwork

If applicable, Sparrow prepares any claims paperwork and shares it with you via DocuSign for your final review and signature.

Upon receipt of any DocuSign requests, review and sign the paperwork.

Your Leave Specialist works with your employer to complete the employer section of the claim.

Sparrow is on standby to confirm your leave start before finalizing and filing your claims paperwork (can only be submitted after leave start)

2 weeks before Leave Start

Your Leave Specialist checks in to confirm your leave plans and remind you of any next steps. Your employer will be updated as well.

Confirm leave plan and dates.

**Note: The timeline and order of events may be slightly different depending on your employer's workflow.*

Your Leave Start

For parental leaves, confirm your actual leave start and complete the form.

For parental leave, your Leave Specialist will reach out to confirm your leave start with a quick birth/placement form that will take you only **2 mins**.

Sparrow files any relevant claims paperwork. If applicable, a fax is sent to your medical provider to complete the verification. Sparrow calls and follows up with your provider to confirm receipt and timeline.

Your Leave Specialist will send you an email confirmation to confirm filing and status.

Throughout Your Leave

If needed, remind medical provider to submit their portion of the claim.

Sparrow checks in on any claim statuses. If needed, you may be asked to remind your medical provider to submit any medical verification.

If applicable, send your Leave Specialist any letters or notifications received about your claim and benefit amount.

Your Leave Specialist sends updates on your claim status and follows through until it is approved.

3 Weeks before Leave End

Confirm return to work or need for extension.

Your Leave Specialist checks in on your return to work date and if any forms (i.e. Fitness for Duty certification) are needed.

If applicable, Sparrow will assist with your extension.

Return to Work

Your Leave Specialist will check in to ensure your return is smooth.