



# Client Administration Manual



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This Administration Manual provides guidance to properly manage your TASC FMLA Plan. Besides detailing the requirements necessary to keep your Plan compliant, this document will familiarize you with all the tools we offer to help you do so. In the meantime, if you have any questions pertaining to TASC FMLA, call us toll-free at 1-866-784-9266. While not required, the 12-digit TASC ID provided in this welcome kit will help get you to the right contact quickly.

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# Welcome

You have wisely decided to outsource your FMLA Administration to TASC. This means your employees will merit from the full protection of the Family Medical Leave Act of 1993.

Meanwhile, your HR staff will appreciate the way this comprehensive administrative tool works for them, freeing them from burdensome FMLA administration so they can focus on other issues so important to your company.

TASC FMLA harbors your employees' medical information, meaning it's removed from the premises and inaccessible to others; this greatly reduces the possibility of discrimination claims based on medical information.

Visit our TASC news site at [www.tasctracker.com](http://www.tasctracker.com) and subscribe to receive news updates via email. Must-know information regarding TASC products is posted regularly on this site.

WELCOME TO THE PLAN!

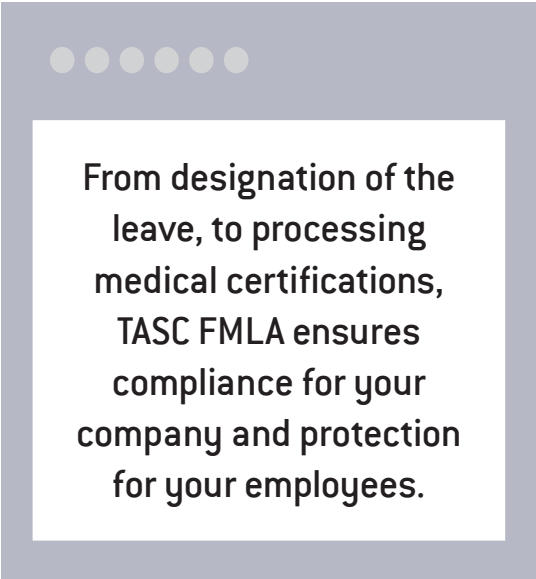


# Getting Started

## How TASC FMLA Works

When employees experience events that may qualify them for leave under FMLA, simply notify TASC via an online form (from MyTASC, click the TASC FMLA (FMLAMatters) tab, and enter the password provided during your implementation call) specific to your company, and we will handle all the FMLA administrative work for you. From designation of the leave, to processing medical certifications, TASC FMLA ensures compliance for your company and protection for your employees.

Upon notification of a potential need for leave (from the HR, manager, or employee), TASC sends out a Preliminary Letter designating the time as FMLA-qualified, pending the receipt of medical information. Employees in turn have a specific time frame in which to return the medical information, which will invoke the federal protection for their absence. Upon receipt of this medical information a team of experts conducts a review to ensure that the condition qualifies for FMLA. Upon approval, notice is sent to the employee outlining the timeframe for which their leave is sanctioned.



From designation of the leave, to processing medical certifications, TASC FMLA ensures compliance for your company and protection for your employees.

At any point in time during the process, employers may request TASC FMLA reporting to ascertain an employee's progress in the overall process, along

with any specifications that may be pending/pertinent regarding their approval. In sum, HR professionals know when an absence is medically necessary, and need not be privy to information about the underlying medical cause is. TASC FMLA sends notification when the leave expires, and retains records for 3 years.

## Active Assumptions

Active Participants are any current employees already designated as FMLA-qualified who are currently using their FMLA protection. To transfer FMLA administration for these employees to TASC FMLA, certain information must first be reviewed to ensure that these leaves are compliant with FMLA regulations and consistent with TASC FMLA procedures. The following information is required if TASC is to process these employees:

- First Name
- Last Name
- Address
- Social Security Number
- Reason for Leave
- \* Status (Approved Intermittent, Approved Continuous)
- Approved through date
- List of all dates and hours used for FMLA time

## Leave Policy Review

The TASC FMLA service begins with an evaluation of your leave policy. This ensures compliance within policy document(s) and helps identify possible policy details that may help decrease abuse and absenteeism. TASC provides a sample policy for your use if your current policies are outdated or less robust.

Upon receipt of the Plan Application and leave policy documents, TASC will thoroughly review the particulars and schedule a conference call in which you will work together to determine service, eligibility, hour reporting method, and intake method. This conference call will help to establish communication and key contacts. Once the Plan is established, you will have additional responsibilities, including the following:

- Upon the notice of need for leave from an employee, you must submit the Leave Request Form to TASC within two days.
- You must report employee absences that are pending approval or approved for FMLA to TASC via manual form entry or per payroll file.
- You must properly run FMLA time concurrent with vacation pay, sick pay, and any other paid benefit.
- You must permit (rehire) employees to work from FMLA leave to equivalent position.

### Timelines

- Employers have two (2) business days in which to notify an employee of designation of FMLA, so leave requests must be submitted to TASC within two (2) business days.
- When leave is foreseeable, employees must notify employers thirty (30) calendar days before said leave.
- When leave is not foreseeable, employees must notify employers as soon as practicable, or within two (2) business days at minimum.

### FMLA Determination

Employees are required at their expense to provide TASC with documentation from their healthcare provider certifying the medical necessity for their absence. A Certification of Healthcare Provider Form will be provided. As the ONLY document approved for FMLA determination, the Certification of Healthcare Provider form must be fully completed and signed by the presiding healthcare provider (often a family physician). Further, if the leave is to involve caring for an immediate family member with a serious health condition, the presiding healthcare provider must complete the form to indicate the level of care needed.

The Certification must be returned to TASC within fifteen (15) calendar days from the date of the Preliminary Letter. Failure to return the Certification may result in the denial of FMLA protection. In addition, the employee may be required to submit recertifica-

tion from their healthcare provider of the existence or continued existence of a serious health condition every thirty (30) calendar days. If the appropriate Certification is not received when requested, the employee's leave may not be protected under the Family and Medical Leave Act.

The employer reserves the right to request a second or third medical opinion, if a medical Certification is deemed inadequate according to FMLA standards. Both are done at the expense of the employer. Employers may also request periodic recertification and updates on employee's status and intent to return to work. TASC will assist the employer in accomplishing either of these items.

### Benefits Continued During FMLA

During any period of approved leave, all employees who qualify for FMLA leave must receive health benefits identical to those provided when they were not on leave (continued to work). Employees who do not return to work following an approved FMLA leave for a reason other than (1) the continuation, recurrence, or onset of a serious health condition which would entitle them to FMLA leave; or (2) other circumstances beyond their control; may be required to reimburse the employer for their share of the health insurance premiums paid by the employer on their behalf during their FMLA leave.

If your employees normally pay a portion of their health insurance premiums or other benefits, their responsibility for these co-payments will continue during their FMLA leave. These co-payments will be deducted from your employees' pay during the paid portions of their leave. Should any portion of their leave be unpaid, the employee will be responsible for these premium co-payments, and is allowed a minimum of thirty (30) calendar days in which to make said payments. If payment is not timely, said employee's group health insurance or other benefits may be cancelled, provided the employee is notified in writing at least fifteen (15) calendar days before the date the coverage (or other benefits) will lapse.


## Denial of FMLA

In addition to denying reinstatement in certain circumstances to “key” employees, employers are not required to continue FMLA benefits or reinstate employees who would have been laid off or otherwise had their employment terminated had they continued to work during the FMLA leave period (for example, due to a general layoff). Employees who give unequivocal notice that they do not intend to return to work lose their entitlement to FMLA leave. Employees who are unable to return to work and have exhausted their 12 weeks of FMLA leave in the designated “12 month period” no longer have FMLA protections of leave or job restoration rights.

Under certain circumstances, employers with employees experiencing a serious health condition may require a medical Certificate of Fitness for duty before allowing said employee to return to work. Reinstatement may be denied to an employee who fails to provide said Certification, or may be delayed until the Certificate of Fitness is submitted.

## Return to Work

Upon your employee’s return from FMLA leave, you must reinstate them to the same or an equivalent position with the same pay, benefits, terms, and conditions in place prior to their leave. If the circumstances of their leave change and they are able to return to work earlier than the date indicated on the Leave of Absence Request Form, the employee must notify their manager at least two (2) working days prior to the date if their intention to return to work.



**Upon your employee’s return from FMLA leave, you must reinstate them to the same or an equivalent position with the same pay, benefits, terms, and conditions in place prior to their leave.**

\* If you require a Return to Work Medical Release you must notify employees of such and provide them with a list of their essential job functions at the onset of the leave. Because return to work requirements vary, and other restrictions such as the American Disability Act (ADA) may apply, TASC does not process Return to Work Certifications.

## Reporting

As stated earlier in this manual, TASC will review your existing leave policies for FMLA compliance and work with your organization to revise (or develop) policies, if necessary. We will help you establish a timeline and procedure for transferring FMLA administration to TASC. We will develop communication materials for you, if desired, announcing your FMLA administration transition to TASC, and will explain TASC FMLA procedures that will commence upon notification from you regarding an employee’s request for leave.

Use the TASC FMLA online forms to notify TASC of proposed leaves for eligibility review and to request FMLA Activity Reports.

- **Employee Leave Request**

At the time of an employee’s Request for Leave, simply go online to the customized TASC FMLA’ Event Notification online tool to complete and submit the FMLA Event Form with the individual’s information. There is an option to print the Form so you can retain documentation of the FMLA event submission, as well as a confirmation page.

- **Request for Leave Evaluation**

Upon notification from you of an employee’s Request for Leave, TASC FMLA will evaluate the Leave Request, using Federal requirements for FMLA to ensure compliance with the law. TASC will determine whether the Request for Leave constitutes FMLA leave by applying various requirements, including Leave Eligibility, Leave Nature, and Timing of Leave.

- **Letter to Employee: Certification of Need for Leave**

Medical Certification of Leave is required for FMLA. TASC FMLA will request the employee to provide a healthcare provider’s Medical Certification of a serious health condition. The

law allows employers at their own expense to request a second and even third opinion, if the leave is in question.

- **Notification of Expired Leaves**

When an employee's leave expires, TASC will send notification of such to the employer. In addition, TASC will send regular notification to the employee, alerting them to how much time they have used, leave balance, and when they will become re-eligible, if necessary.

## **FMLA Reports**

The Activity Report highlights all FMLA activity, including the status of all employees' FMLA leave, with anticipated end-dates; employees who have exhausted FMLA leave as well as those who should have returned to work will be included. This report is requested as needed and sent via e-mail.

All Clients are obliged to maintain up-to-date contact information in MyTASC; this includes email and mailing addresses, and phone numbers. TASC periodically sends important Plan notifications (regarding balances, deadlines, and/or Plan changes). We are not responsible for any consequences resulting from communications not received due to inaccurate contact information.

## **Annual Plan Renewal**

Near the end of the Plan Year, the employer will have the opportunity to re-enroll for the upcoming Plan Year, update employee counts, and schedule additional management training. The policy will continue until termination is requested.

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# FMLA Defined

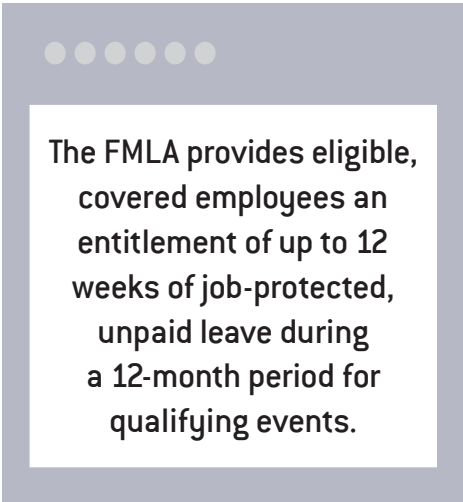


# FMLA Defined

## What is FMLA?

In 1993 Congress enacted the Family and Medical Leave Act (“FMLA”; 29 U.S.C. §2601, et. seq.) for a broad remedial purpose: “to balance the demands on the workplace with the needs of families, to promote the stability and economic security of families, and to promote national interests in preserving family integrity.” The FMLA provides eligible, covered employees an entitlement of up to 12 weeks of job-protected, unpaid leave during a 12-month period for qualifying events.

The Act also requires that employee’s group health benefits be maintained during the leave. The FMLA is administered by the Employment Standards Administration’s Wage and Hour Division within the U.S. Department of Labor. In addition, application of the FMLA may be further impacted by the Uniformed Services Employment and Reemployment Rights Act (USERRA), Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA), the Americans with Disabilities Act of 1990 (ADA), and the Health Insurance Portability and Accountability Act (HIPAA).



The FMLA provides eligible, covered employees an entitlement of up to 12 weeks of job-protected, unpaid leave during a 12-month period for qualifying events.

## Employee Eligibility

FMLA applies (a) to all public agencies, including State, local and Federal employers, and local education agencies (schools); and (b) to all private sector employers who employ 50+ employees within a 75 mile radius of the worksite; to be eligible employee

must have served the company for at least one year, and must have worked at least 1,250 hours within the twelve months preceding the need for leave. This requisite includes joint employers and successors of covered employers. For FMLA purposes, most Federal and Congressional employees are under the jurisdiction of the U.S. Office of Personnel Management (OPM) or Congress.

## Employee Leaves Entitlement

A covered employer must grant an eligible employee up to a total of 12 workweeks of unpaid leave in a 12 month period for one or more of the following reasons:

- for the birth of a son or daughter, and to care for the newborn child;
- for the placement with the employee of a child for adoption or foster care, and to care for the newly placed child;
- to care for an immediate family member (spouse, child, or parent — but not a parent “in-law”) with a serious health condition;
- when the employee is unable to work because of a serious health condition (a description of pertinent serious health conditions follows this section);
- any qualified exigency as a result of a family member’s deployment to military services;\* and
- 26 weeks of protected leave to care for an injured service member for whom they are “next of kin.”\*

\* Part of the National Defense Authorization Act (NDAA) amendment to FMLA.

Leave to care for a newborn child or for a newly placed child must conclude within 12 months after the birth or placement.

A covered employer must grant an eligible employee up to a total of 12 workweeks of unpaid leave in a 12 month period.

Spouses employed by the same employer may be limited to a combined total of 12 workweeks of family leave for the following reasons:

- for the birth of a son or daughter, and to care for the newborn child;
- for the placement with the employee of a child for adoption or foster care, and to care for the newly placed child; and,
- to care for an immediate family member (spouse, child or parent—but not a parent “in-law”) with a serious health condition.

### **Serious Health Condition**

A “Serious Health Condition” means an illness, injury impairment or physical or mental condition that involves one of the following:

1. Hospital Care - Inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity or subsequent treatment in connection with or consequent to such inpatient care.
2. Absence Plus Treatment - A period of incapacity of more than three consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition), that also involves:
  - A. Treatment two or more times by a healthcare provider, by a nurse or physician’s assistant under direct supervision of a healthcare provider, or by a provider of healthcare

services (e.g., physical therapist) under orders of, or on a referral by, a healthcare provider; or

B. Treatment by a healthcare provider on at least one occasion which results in a regimen of continuing treatment under the supervision of the healthcare provider.

3. Pregnancy - Any period of incapacity due to pregnancy, or for prenatal care.

4. Chronic Conditions Requiring Treatments - A chronic condition which:

A. Requires periodic visits for treatment by a healthcare provider, or by a nurse or physician’s assistant under direct supervision of a healthcare provider;

B. Continues over an extended period of time (including recurring episodes of a single underlying condition); and

C. May cause episodic rather than a continuing period of incapacity (e.g., asthma, diabetes, epilepsy, etc.).

5. Permanent/Long-term Conditions Requiring Supervision - A period of Incapacity, which is permanent or long-term due to a condition for which treatment may not be effective. The employee or family member must be under the continuing supervision of, but need not be receiving active treatment by, a healthcare provider. Examples include Alzheimer’s disease, a severe stroke, or the terminal stages of a disease.

6. Multiple Treatments (Non-Chronic Conditions) - Any period of absence to receive multiple treatments (including any period of recovery therefore) by a healthcare provider or by a provider of healthcare services under orders of, or on referral by, a healthcare provider, either for restorative surgery after an accident or other injury, or for a condition that would likely result in a period of incapacity, of more than three (3) consecutive calendar days in the absence of medical intervention or treatment, such as cancer (chemotherapy, radiation, etc.) severe arthritis (physical therapy), and kidney disease (dialysis). Treatment includes examinations to determine if a serious health condition exists

and evaluations of said condition. Treatment does not include routine physical examinations, eye examinations, or dental examinations; and a regimen of continuing treatment includes, for example, a course of prescription medication (i.e., an antibiotic) or therapy requiring special equipment to resolve or alleviate the health condition. A regimen of treatment does not include the following: taking over-the-counter medications (such as aspirin, antihistamines, or salves), bedrest, drinking fluids, exercise, or other similar activities that can be initiated without a visit to a healthcare provider.

## Leave Types:

### Intermittent/Reduced Schedule Leave

The FMLA permits employees to take leave on an intermittent basis or to work a reduced schedule under certain circumstances.

- Intermittent/reduced schedule leave may be taken only when medically necessary to care for a seriously ill family member, or because of the employee's serious health condition; otherwise, use of leave is at the employer's discretion.
- Intermittent/reduced schedule leave may be taken only with the employer's approval when said leave involves caring for a newborn or newly placed adopted or foster care child.

Only the amount of leave actually taken while on intermittent/reduced schedule leave may be charged as FMLA leave. Employees may not be required to take more FMLA leave than necessary to address the circumstances that cause the need for leave. Employers may account for FMLA leave in the shortest period of time that their payroll systems use, provided it is one hour or less.

Employees needing intermittent/reduced schedule leave for foreseeable medical treatment must work with their employers to schedule the leave so as not to unduly disrupt the employer's operations, subject to the approval of the employee's healthcare provider. In such cases, the employer may transfer the employee temporarily to an alternative job only if pay is equivalent and benefits that accommodate

recurring periods of leave are equivalent to or better than benefits provided by the employee's regular job.

Under some circumstances, FMLA leave may be taken on an intermittent schedule, which means taking leave in blocks of time, or reducing the normal work schedule. If FMLA leave is taken for the birth and care of a child, the use of intermittent leave is subject to employer approval. FMLA leave may be taken intermittently whenever medically necessary to care for a seriously ill family member, or because the employee is seriously ill and unable to work.

### Continuous Schedule Leave/Accrued Paid Time Off

TASC suggests that employees take concurrently any available paid leave for FMLA leave. This means they will be required to exhaust all available paid sick leave (if applicable), paid time off, and short-term disability (if applicable), at the beginning of their FMLA leave. Should they exhaust their accrued sick leave, paid time off, short-term disability, and/or workers compensation, if applicable, the remainder of their leave, if any, will be unpaid.

# TASC Invoicing Practices

## Purpose

TASC's Invoicing Practices aim to communicate expectations to all Clients and Providers, ensuring compliance to TASC Plans and services, creating consistency between all of TASC's divisions, and ensuring the continuation of services.

## Philosophy

To ensure that TASC operations continue to run smoothly, various actions need to occur in a timely manner, including the payment of TASC administrative fees. Paying in advance demonstrates that the Plan is for the benefit of employees, provides further evidence that the Plan has been established on a pre-thought basis, and ensures coverage under TASC's Audit Guarantees. TASC invoices in advance for two additional reasons:

1. TASC requires a commitment in advance of the business being processed, and
2. TASC requires a payment history for its Clients, so as to determine the Clients' status of good standing.

## Administrative Fees

Because your TASC FMLA service begins before the Plan start date, TASC invoices forty-five (45) calendar days prior to the Plan start date. For example, for Plans with a January 1 start date, the first invoice is mailed on November 15 and is due seven (7) calendar days from the invoice date. TASC FMLA fees are calculated on the number of known employees at the time the invoice is generated, and Clients are charged a minimum administrative fee.

## Types of Payments for Administrative Fees

- Check
  - Clients may pay by check.
- E-Pay
  - Clients may pay administrative fees electronically as long as they use E-Pay, and as long as these fees are debited seven (7) calendar days prior to the service period start date. Therefore, if a service period begins January 1, Clients will be debited on December 23.

- ACH Credit
  - Clients may pay administrative fees via an electronic ACH Credit transfer. A \$40 per transaction Service Charge will be assessed. Clients should contact their Provider for details.

- ACH Debit
  - Clients may pay administrative fees via an electronic ACH Debit transfer. There is no Service Charge for this method.

## Types of Invoices

- Administrative Fee
  - Generated annually, quarterly, or monthly for TASC Services that are provided during a pre-determined service period.
- Premium Services Fee
  - Generated when a Client has elected a Premium Service.

## Standard Invoicing Procedures

- Invoice
  - Generated and sent forty-five (45) calendar days prior to the Service Period start.
- Due Date
  - Seven (7) calendar days from the date the invoice was generated (invoice date).
- Service Charge Date
  - An additional \$20 fee will be assessed sixty (60) calendar days from the original invoice date if the invoice is not paid by the Service Charge due date, and the account will be placed on hold.
- Statement
  - A Statement (second notice) of unpaid invoices will be mailed fifteen (15) calendar days prior to the start of the Service Period.
- Past Due E-mail Notification
  - On the first day of the Service Period or forty-five (45) calendar days after the original invoice date (whichever comes first), an email will be sent to any account with unpaid invoices older than forty (40) calendar days. This e-mail will inform the Client that the account will be put on hold and that a \$20 service fee will be charged if the invoice is not paid within sixty (60) calendar days of the original invoice issue date.

- Final Notice Statement
  - A Final Notice Statement (third notice) will be mailed out fifteen (15) calendar days into the Service Period, with a Service Charge of \$20.00, a notice of “default” status, and an additional notice that all account services have been placed on hold.
- Collections
  - The account will be placed in Collections forty-five (45) calendar days into the Service Period start, or ninety (90) calendar days after the original invoice date, whichever comes first.
- Plan Termination
  - The account will be terminated one hundred four (104) calendar days into the Service Period start. Letters will be sent to each Client being terminated.
- Fee Calculations
  - Fees are calculated on the number of known employees at the time the invoice is generated. Administrative fees are either the minimum fee or the number of employees multiplied by the per employee fee, whichever is higher.

## **Client Responsibilities**

- Please make your checks payable to TASC Administration. Checks incorrectly payable to TASC FMLA can cause some confusion and may delay the administration of your Plan.
- Mail invoices and payments in the envelope provided (goldenrod color) to: TASC, 2302 International Lane, Madison, WI 53704-7098.
  - All invoice payments must be submitted separately from all other payments and transactions.
  - All invoice payments must be made separately (i.e. one check with one invoice).
- Notify TASC of any disputes or any changes.

# Confidentially Speaking Reporting Program

## Program Demonstrates Commitment to Excellence

The Confidentially Speaking program guarantees that TASC employees, customers, and vendors can safely and anonymously communicate with management regarding sensitive information.

## Why did TASC Implement this Program?

A renewed interest in corporate governance, spurred by the Sarbanes-Oxley Act, has motivated many organizations to implement an anonymous reporting hotline. Because TASC's Confidentially Speaking system helps employees, customers, and vendors voice their opinions and concerns, we're able to gain valuable feedback that otherwise might not be forthcoming. Finally, besides helping our efforts to mitigate risk, this information helps us maintain an ethical environment within TASC.

As part of our organization's core values and best practices, we expect TASC to conduct business in a legal and ethical manner. We do not condone any illegal or unethical behavior. All members of our TASC team are asked to let us know immediately if they become aware of unacceptable activity occurring within the organization. TASC management in turn takes steps to appropriately address the issue.

## How Does it Work?

If you have knowledge about the occurrence of unethical activity, promptly report the situation to a Confidentially Speaking representative via website or phone. You may remain 100% anonymous, no matter the method of reporting.

## Reporting via Website: [www.tasc.alertline.com](http://www.tasc.alertline.com)

The user-friendly website makes reporting easy. It walks you through each step of the reporting process, which includes answering a few questions required as part of the feedback collection process. You may also upload supporting documents to the website.

If you wish to receive follow-up information, you may do so in two ways. You may create a custom website password to allow you to check the case status and communicate anonymously. Or, you may provide an email address to receive follow-up information anonymously.

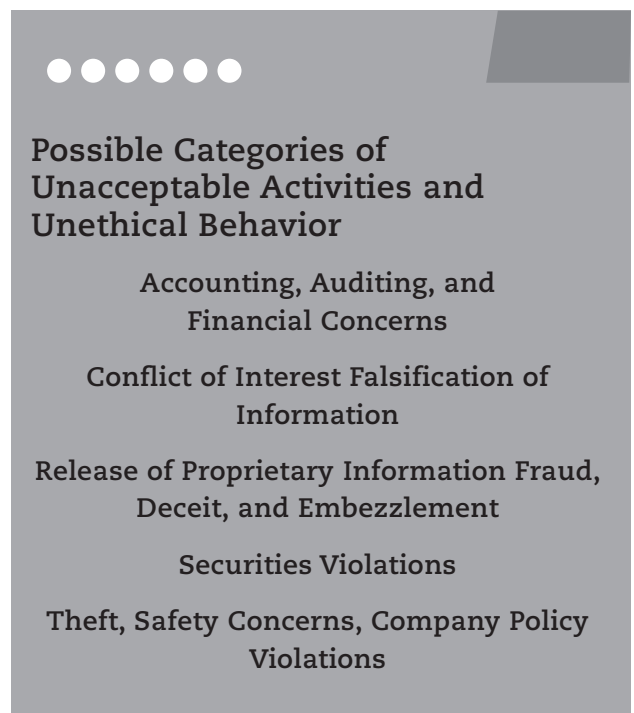
**Confidentially Speaking is administered by Navex Global, and independent organization that is contractually forbidden to disclose your personal information to TASC.**

## Reporting via phone: 877-874-8416

If you would rather call, a highly trained representative will thoroughly interview you about the issue. It is advantageous to be as upfront as possible with the interviewer. Once the report/call is complete, you will receive a unique code related to your report which will allow you to check the case status and/or to follow-up on the matter.

## After Reporting

The issue will be investigated and escalated as necessary and appropriate. Besides helping our efforts to mitigate risk, this information helps us maintain an ethical environment within TASC. Comments and feedback are taken seriously and may directly affect the success and culture of our organization.



**Possible Categories of Unacceptable Activities and Unethical Behavior**

- Accounting, Auditing, and Financial Concerns
- Conflict of Interest Falsification of Information
- Release of Proprietary Information Fraud, Deceit, and Embezzlement
- Securities Violations
- Theft, Safety Concerns, Company Policy Violations

# Business Processing Event Time Line

Event Kit	Event Title	Duration	Responsibility
	1. Submit application with fees.	Varies*	Provider
	2. TASC receives and previews application.	2+ days (if clean)	TASC
	3. TASC enters the new business.	1+ day	TASC
	4. Enter Client information and establish the Client account.	2 days	TASC
Kit One	5. E-mail Client material including Client Administrative Manual.	1 day	TASC
	6. Client approves TASC's services. Effective date of service established.	1 day	Client
	7. Account Management team and Implementation team assigned to Client.	1 day	TASC
	8. Service Agreement executed between Client and TASC.	1 day	Client and TASC
	9. With Client staff, TASC evaluates existing FMLA policies and procedures. We ensure compliance and provide updates that can be tailored to best reflect Client needs.	1 day	Client and TASC
	10. Establish electronic data feeds and testing (if applicable). Information is collected from all of the Client locations and imported into the TASC FMLA database. Collection/audit of active FMLA Participant information and setup in TASC FMLA system.	1 day	Client and TASC
Kit Two	11. Transitions letters mailed to active participants (on Client letterhead and envelopes).	1 day	TASC
Kit Three	12. Client's employees contact TASC with FMLA request, employees receive communication regarding their FMLA rights and responsibilities.	1 day	TASC
	13. TASC's engagement as FMLA Administrator is completed. TASC		ongoing

# Contacting TASC

Technical and Customer Service Support - TASC has a team of employee benefit experts to assist you with your Plan. Our experts can give you guidance and expertise to help ensure that your TASC FMLA Plan will not interfere with any other benefit plans. Clients and Participants may call toll-free, M-F, 8-5, to address questions regarding TASC FMLA Plan compliance, technical issues, or other questions.

Phone: 1-866-784-9266

Fax: 608-661-9579

Email: [fmla@tasconline.com](mailto:fmla@tasconline.com)

Web: [www.tasconline.com](http://www.tasconline.com)

## For Your Benefit

TASC also distributes For Your Benefit, a bi-annual newsletter that includes Plan updates and a calendar of important dates, along with information about other TASC Plans and guidance for managing and developing your business.

## News Updates

Stay informed about important news regarding your Plan. Visit the TASC Client news site at [www.tasctracker.com](http://www.tasctracker.com) and subscribe to receive news updates via email.





ACA Employer Reporting  
COBRA Administration  
Flexible Spending Accounts (FSA)  
ERISA Compliance  
FMLA Administration  
Form 5500 Preparation  
Funded HRA  
GiveBack  
Health Reimbursement Arrangements (HRA)  
Health Savings Accounts (HSA)  
HIPAA Compliance  
Medicare Part D  
Non-Discrimination Testing  
PayPath Payroll Services  
PCORI  
Retiree Billing  
Transit & Parking