



## WHAT TO EXPECT NEXT

<p><b>Benefit eligibility is confirmed.</b></p>	<p>Matrix will confirm your benefit eligibility. You will receive a letter from Matrix Absence Management (AM) within 10 business days of your claim submission. The letter will include information about your benefit eligibility, including the type of benefit you are eligible for, the amount of the benefit, and the conditions for receiving the benefit. If you are not eligible for a benefit, Matrix AM will provide you with information about other options available to you.</p>
<p><b>Medical information, if applicable, is obtained.</b></p>	<p>Matrix AM will request medical information from you or your healthcare provider, if applicable. This information is used to determine if you are eligible for STD/PFL benefits. Matrix AM will contact you or your healthcare provider to obtain this information. You will receive a letter from Matrix AM within 10 business days of your claim submission. The letter will include information about the medical information that Matrix AM has received and the results of their review. If Matrix AM needs additional medical information, they will contact you or your healthcare provider. If you are unable to provide the information, Matrix AM will review the information they have received and make a decision based on that information.</p>
<p><b>Initial decision is made.</b></p>	<p>Matrix AM will make an initial decision on your claim. You will receive a letter from Matrix AM within 10 business days of your claim submission. The letter will include information about the initial decision, including the type of benefit you are eligible for, the amount of the benefit, and the conditions for receiving the benefit. If you are not eligible for a benefit, Matrix AM will provide you with information about other options available to you. If you disagree with the initial decision, you have the right to request a reconsideration of your claim. You will receive a letter from Matrix AM within 10 business days of your request for reconsideration. The letter will include information about the reconsideration process and the results of the review.</p>
<p><b>Important notes about STD/PFL benefits</b></p>	<p>STD/PFL benefits are payable when you are unable to perform the essential elements of your job on a full-time basis (as determined by Matrix) due to an illness, injury or pregnancy. In addition, you must be receiving appropriate care and treatment from a qualified healthcare provider on a continuing basis. If your STD/PFL claim is approved, benefit payments will be issued by Matrix Absence Management.</p>

## HOW TO REPORT INTERMITTENT ABSENCES

Matrix Absence Management (AM) will provide you with information about how to report intermittent absences. You will receive a letter from Matrix AM within 10 business days of your claim submission. The letter will include information about the reporting process, including the types of absences that are eligible for STD/PFL benefits, the amount of the benefit, and the conditions for receiving the benefit. You will also receive information about the reporting process, including the types of absences that are eligible for STD/PFL benefits, the amount of the benefit, and the conditions for receiving the benefit.

**Online**

Matrix AM provides a secure online portal where you can report your intermittent absences. You will receive a link to the portal in the letter from Matrix AM. To report an absence, you will need to log in to the portal and enter the date and time of the absence. You will also need to provide a brief description of the absence. Matrix AM will review the absence and determine if you are eligible for STD/PFL benefits. If you are eligible, Matrix AM will issue benefit payments to you. If you are not eligible, Matrix AM will provide you with information about other options available to you.

**By Phone**

Matrix AM provides a toll-free phone line where you can report your intermittent absences. The phone number is (877) 202-0055. You will need to provide the date and time of the absence, and a brief description of the absence. Matrix AM will review the absence and determine if you are eligible for STD/PFL benefits. If you are eligible, Matrix AM will issue benefit payments to you. If you are not eligible, Matrix AM will provide you with information about other options available to you.

**Using an iPhone App**

Matrix AM provides an iPhone app where you can report your intermittent absences. You will receive a link to the app in the letter from Matrix AM. To report an absence, you will need to download the app and log in. You will then need to enter the date and time of the absence, and provide a brief description of the absence. Matrix AM will review the absence and determine if you are eligible for STD/PFL benefits. If you are eligible, Matrix AM will issue benefit payments to you. If you are not eligible, Matrix AM will provide you with information about other options available to you.

**Using an Android App**

Matrix AM provides an Android app where you can report your intermittent absences. You will receive a link to the app in the letter from Matrix AM. To report an absence, you will need to download the app and log in. You will then need to enter the date and time of the absence, and provide a brief description of the absence. Matrix AM will review the absence and determine if you are eligible for STD/PFL benefits. If you are eligible, Matrix AM will issue benefit payments to you. If you are not eligible, Matrix AM will provide you with information about other options available to you.

