IVR Guide (877.462.FMLA)

The employee will first hear:

“Thank you for calling FMLA Source. Please have your employee ID and claim number available before continuing as you will be required to enter these numbers. If these numbers are not available, your call will be answered by an FMLA representative during business hours.”

First List of Options

> Thank you for calling FMLA Source.
> For English press 1, for Spanish press 2.

Second List of Options

> For inquiries or to report time on an existing leave request, press 1.
  > By pressing #1, the employee will be able to enter and extract information on their leave using our automated phone system.
> For all other inquiries press 2

If you pressed 1 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 have access to the following automated options:
    > #1 Report Time
    > #2 Check Available FMLA Time
    > #3 Leave Status
    > #4 Reporting a Return to Work Date
    > #5 Fax and Mailing Information
    > #0 To speak to a specialist

If you pressed 2 you will hear:

> To leave a message, press 2. You will receive a message to leave the following information
  > Leave name
  > Phone # (with area code)
  > Employee ID
  > Date(s) FMLA used
  > Number of hours used
  > Date return to work
  > FMLA source voice mails are checked daily
  > If you wish to speak to a representative, e-mail fmlacenter@fmlasource.com

> To report issues with the FMLA source website press 3. Connects with live rep, unless after hours, then the same information will be requested as option 2

> To open a new leave request, press 4. Connects with live specialist, unless after hours, then the same information will be requested as option 2

> For a representative, press 0 (zero). Connects with live rep, unless after hours, then the same information will be requested as option 2
To return to the main menu, press 9.

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