

## **INSTRUCTIONS FOR REPORTING INTERMITTENT TIME OFF FROM WORK**

### **FOR INTERMITTENT LEAVES ONLY**

In addition to your employer's regular absence management policy, intermittent time off from work relating to your leave must be reported to Matrix Absence Management on a timely basis, within the guidelines set by your employer. You may report time off to Matrix by the following methods:

- Through your Matrix eServices Account on the web
- Through your Matrix eServices Account on your IOS or Android mobile device
- By Calling the Matrix Interactive Voice Response System (IVR)

*NOTE: If the time you request for leave is not approved you will receive a letter from Matrix explaining the reason(s). You will not receive a letter if your time is approved.*

#### **Creating a Matrix eServices Account**

1. On the Web: go to [www.matrixabsence.com](http://www.matrixabsence.com) and Select "Create an Account".
2. On your Mobile Device download Matrix eServices Mobile App from Google Play or the iTunes App Store. Select "Create an Account" from the login screen.
3. Enter your: Last Name, Date of Birth, Last four (4) digits of your Social Security Number and Home Zip Code.
4. Create your User Name and Password (A personal email address is recommended for User Name).

#### **Reporting Intermittent Absence Time on the Web**

1. Login to Matrix eServices ([www.matrixabsence.com](http://www.matrixabsence.com)) using your username and password.
2. Select the option to Report Intermittent Absence.
3. From the list of leaves, select the leave you are reporting time against.
4. Enter the Start Date and End Date of your absence.
5. Enter the Total Time Off for that day -- EXAMPLE: 2 hours off in the morning and 1 hour in the afternoon, absence for that day must be entered as a total of 3 hours off.

Save entry and record the System Confirmation Number for future reference

*NOTE: Contact your Integrated Claims Examiner for special situations, adjustments or corrections.*

#### **Report Intermittent Absence Time using your Mobile Device**

1. Login to the Matrix eServices Mobile App and select the appropriate claim to report intermittent time.
2. From the list of leaves, select the leave you are reporting time against.
3. Select the option to Report Intermittent Absence/Report more time off.
4. Enter the Start Date and End Date of your absence.
5. Enter the Total Time Off for that day -- EXAMPLE: 2 hours off in the morning and 1 hour in the afternoon, absence for that day must be entered as a total of 3 hours off.

Save entry and record the System Confirmation Number for future reference.

*NOTE: Contact your Integrated Claims Examiner for special situations, adjustments or corrections.*

#### **Reporting intermittent time by calling the Matrix Interactive Voice Response System (IVR)**

1. You can report your intermittent absences by calling the number provided by your employer or by calling 1(888) 477-5110.
2. Identify yourself by providing your Date of Birth (DOB) and last four (4) digits of your Social Security Number.
3. Select the option to report Intermittent Time Off.
4. Select the leave you are reporting this time against.
5. Enter the Start Date and End Date of your absence.
6. Enter the Start Time of your absence.
7. Enter the Total Hours absent for that day -- EXAMPLE: 2 hours off in the morning and 1 hour in the afternoon, absence for that day must be entered as a total of 3 hours off.
8. Save entry and record the System Confirmation Number for future reference.

*NOTE: Contact your Integrated Claims Examiner for special situations, adjustments or corrections.*