

**CLEVELAND PUBLIC LIBRARY**

**Finance Committee**

June 23, 2015

**RESOLUTION AUTHORIZING CLEVELAND PUBLIC LIBRARY TO ENTER INTO AN AGREEMENT WITH CAREWORKS ABSENCE MANAGEMENT LTD.**

WHEREAS, On June 19, 2014, the Board of Library Trustees authorized the Library to enter into an agreement with Benefits Administrative Services International Corporation ("BASIC"), commencing on or about July 1, 2014 in an amount not-to-exceed \$40,000 for the first year, and \$36,000 each additional year, to provide FMLA administration; and

WHEREAS, The Library entered into an agreement on June 26, 2014 for Ease Plus FMLA Administration and Absence Management Administration and on October 1, 2014 the Library notified BASIC that it is terminating the Agreement due to issues discovered during the first few set-up meetings prior to having services performed or work completed; and

WHEREAS, CareWorks Absence Management Ltd. has submitted a proposal to assist the Cleveland Public Library in managing leaves under the Family Medical Leave Act (FMLA) and applicable state leave entitlements for 691 employees and 60 take-over claims; and

WHEREAS, The Initial set-up fee is \$2,000; the FMLA and Applicable State Leave Administration is \$2.35 per employee per month (PEPM); the optional Americans with Disabilities Act Administration is \$0.35 PEPM; and in the event the Tail Claim file layout cannot be completed by the Library, a fee of \$30 per claim will be charged, for a total estimated amount of \$26,188.40 for the first year; and

WHEREAS, The Director of Human Resources desires to enter into an agreement with CareWorks Absence Management Ltd. to commence on or about July 1, 2015 and to continue in effect until canceled by the Library; now therefore be it

RESOLVED, That the Executive Director, CEO, or his designee, is authorized to enter into an agreement with CareWorks Absence Management Ltd. commencing on or about July 1, 2015 in an amount not to exceed \$27,000 for the first year, and \$25,000 each additional year, which expenditure shall be charged to the General fund account 11510053-53710 (Professional Services), with said agreement being subject to the approval of the Chief Legal Officer.



## **Cleveland Public Library Family Medical Leave Administration Services Proposal**

CareWorks Absence Management's Disability Management Solutions is pleased to offer this proposal for services to Cleveland Public Library on this 1<sup>st</sup> day of April, 2015. Fees associated with this proposal, presented by Aaron Syguda, Absence Management Executive, are open to consideration by Cleveland Public Library for 30 days. Aaron Syguda Absence Management Executive can be contacted at (614) 789-6058 or [aaron.syguda@careworksabsence.com](mailto:aaron.syguda@careworksabsence.com).

CareWorks Absence Management's disability management services are designed to assist Cleveland Public Library in managing leaves under the Family Medical Leave Act (FMLA) and applicable state leave entitlements. Cleveland Public Library desires CareWorks Absence Management to provide administration services for 691 employees and 60 take-over claims.

### **Intake**

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CareWorks Absence Management provides Cleveland Public Library access to a 24/7 toll-free reporting line for their employee's to report FMLA-related absences. Specific reporting and communication protocols are developed based on Cleveland Public Library's requirements; disability and workers' compensation (WC) benefit programs.

CareWorks Absence Management can provide the initial absence report for the FMLA eligibility information via a secure web site. Email notification of the absence will be sent to the appropriate Cleveland Public Library contacts and other appropriate parties.

To ensure a comprehensive program roll-out, CareWorks Absence Management will customize an education and training program for Cleveland Public Library. CareWorks Absence Management can provide customized Employee ID cards for Cleveland Public Library for reporting of FMLA related absences. Education and training materials can be developed for Cleveland Public Library's program, as well. CareWorks Absence Management can assist with any on-site training for supervisors and employees.

CareWorks Absence Management accepts employee eligibility/payroll information and any active leave data in most electronic formats. Downloading of data into CareWorks Absence Management's system prior to implementation of services facilitates accurate and timely service delivery to Cleveland Public Library and its employees.

### **Family Medical Leave Administration**

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CareWorks Absence Management provides fair and consistent administration of Family Medical Leave in compliance with federal and state requirements. Accurate time tracking and reporting of absences is provided. For FMLA, leave can be tracked in our system based on any 12-month period and in any increments of time compatible with Cleveland Public Library's payroll system.



Upon intake, CareWorks Absence Management determines initial eligibility under the FMLA as well as any state-mandated leave requirements. On behalf of Cleveland Public Library we notify the employee within two (2) business days of the initial leave notification that he or she may qualify for FMLA leave. Included in the initial written notification is information regarding the employee's rights/responsibilities and Cleveland Public Library's leave policies as well as the required attending physician form/certification form to be completed within 15 days of the initial leave request.

CareWorks Absence Management daries any follow up with the employee to ensure timely return of required physician information and/or certification documentation. Once the information is received, a determination is made for certification or non-certification of the FMLA leave and period of disability. Certification status is communicated via notification to the employer and in writing to the employee.

Ongoing FMLA leave is managed concurrently and coordinated with any approved disability or workers' compensation benefits. Diaries are set to ensure proactive management of the employee's leave throughout the certification period. CareWorks Absence Management manages any re-certification periods necessary under the FMLA leave. CareWorks Absence Management will assist the employee with return to work coordination and fitness for duty upon expiration of their disability/FMLA leave period.

Prior to the employee's exhaustion of FMLA benefit hours within Cleveland Public Library's 12-month leave period, CareWorks Absence Management notifies the employee in writing of the leave status. Should the employee not return to work prior to the exhaustion of his or her benefit hours, CareWorks Absence Management sends written notification of leave exhaustion to the employee. Close coordination with Cleveland Public Library occurs prior to the exhaustion of leave to ensure that internal policies are followed.

All FMLA certified leave requests, including intermittent leave, are tracked and reported to Cleveland Public Library. CareWorks Absence Management provides timely communication, claim status updates and hour usage reports for all employees on leave. CareWorks Absence Management strives to ensure that any communications, including reports, comply with HIPAA requirements for protected health information.

### **Web-Based Claim Access, Data Integration and Outcomes Reporting**

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CareWorks Absence Management provides read-only web-based claim access for all claims. Claim history, benefit usage/balance, claim status, medical review status and case notes can be viewed through CareWorks Absence Management's web-based claim access system, CaseWorks. Claim access can be customized by location and certain claim data can be restricted based on customer preferences. In addition, standard reports can be run from CaseWorks and customized by company location, department and job classification.



**Fees:**

**Initial Set-Up (One time only)                      \$2,000.00**

Set-up fee includes:

- Program implementation and workflow set-up
- Account management services
- FMLA Tail Claim take-over\*
- Read-only web-based claim access (for up to 10 users)
- Employee ID cards/tri-folds and worksite posters
- Program training materials
- Web-based training for all locations. *(On-site training for additional locations can be provided with additional fee to include all travel expenses.)*

***\*CareWorks Absence Management will provide a Tail (Take-Over) Claim file layout that must be used to provide the data associated with any/all existing and historical leaves and/or absence activity. Downloading this file into CareWorks Absence Management's system is included in the one-time set-up fee. In the event the Tail Claim file layout is not used, or cannot be completed by the customer, CareWorks Absence Management will complete the file on the customer's behalf for an additional fee of \$30 per claim.***

**FMLA and Applicable State Leave Administration                      \$2.35 PEPM**

**(Optional) Americans with Disabilities Act Administration                      \$ .35 PEPM**

PEPM fee includes:

- 24/7 reporting
- Clinical review and case management
- Claim Administration
- Return to work coordination
- Standard Reporting

CareWorks Absence Management reserves the right to reevaluate PEPM pricing following the initial term of agreement.

CareWorks Absence Management is dedicated to the highest levels of customer service and the development of a cost-effective disability management program for Cleveland Public Library. CareWorks Absence Management looks forward to a partnership with Cleveland Public Library and to providing value-added services designed to effectively manage medical and disability costs associated with your program.