



Introducing Your New FMLA Administrators

Final Version 7.22.20

WHAT'S NEW...


Effective August 9, 2020 WorkPartners will serve as FMLA Administrators on behalf of the Department of Buses/MTABUS. This will be implemented in your location for all Hourly and Supervisory employees.

WHAT DOES THIS MEAN...

Starting August 9th:

- All open FMLA applications will be transitioned to WorkPartners.
- If you have any FMLA leave-related questions, you must call WorkPartners.
- To **request new FMLA leave**, you must **call WorkPartners**.
- For WorkPartners to make a determination on your new application, you must submit a fully completed the application, including the **Frequency and Duration** section of the **Health Care Provider form**.
- To **report time off** for an open intermittent leave, you must **call WorkPartners, not your work location**. For continuous multiple day or further notice FMLA absences, you call WorkPartners only once for the duration of that absence.
- To clear from an FMLA absence **you follow the current clear procedures**. You do not call WorkPartners.
- You will need to **know your BSC ID number** when you call WorkPartners. It is recommended you write it on the WorkPartners contact information wallet cards that will be distributed with this announcement.
- WorkPartners' Customer Service Center can be reached 24/7/365 at 833-281-5602 (Toll Free).

PO Box 2840, Pittsburgh, PA 15230
Toll Free ☎: 1-833-281-5602
Email: NYCTAfm1a@Workpartners.com

workpartners 

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LEAVE OR TO REPORT TIME OFF
FOR AN OPEN INTERMITTENT LEAVE,
YOU MUST:
CALL WORK PARTNERS TOLL-FREE AT
1-833-281-5602

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PO BOX 2840 / PITTSBURGH PA 15230

QUALIFYING FMLA REASONS INCLUDE:

- BIRTH, ADOPTION, OR PLACEMENT OF A FOSTER CHILD.
- CARE FOR YOUR SPOUSE, CHILD, OR PARENT WITH A SERIOUS HEALTH CONDITION.
- YOUR OWN SERIOUS HEALTH CONDITION.
- MILITARY CAREGIVER STATUS.