

## Medical Leave Frequently Asked Questions (FAQ)

**Please complete the steps below to apply for FMLA or Bass Pro Medical Leave.**

1. Notify your supervisor of need for leave
2. File a leave request with Voya by phone 1-888-973-3652 or on the website at [Voya Portal Link](#) - Click on: *Activate Login*

**When should I notify my supervisor?** As soon as you know you have a need for leave. A 30-day notice is expected when possible.

**What type of leave am I eligible for?** Refer to the Outfitter handbook and/or the Benefits website (resources noted below) for quick reference or contact HR Benefits.

**How will I be notified about my leave approval, next steps?** You will receive communication from Voya by phone, email, and/or mail.

**How will I get paid while on leave?** If you have Short Term Disability (STD), and your seven-day waiting period has been established, you will receive 100% of your income if you are salaried and 60% of your income if you are hourly. Available sick, vacation, and/or personal time may also be used for time that is not covered by your STD. See the Outfitter handbook for details.

**What is the waiting period for my STD to begin?** Weekly benefits begin after you have been unable to work for seven (7) consecutive days due to an eligible injury or illness.

**Do I need to apply for FMLA / Bass Pro Medical Leave if I am on Workers Compensation?** Yes. Time off work due to a workers compensation injury runs in concurrently with your FMLA and Bass Pro Medical Leave.

**What do I do when it is time to return to work?**

1. A "Fit for Duty" or a "Return to Work" doctor's note is required to return to work. Please provide this to your Case Specialist at Voya. You may do so by uploading the form to the Voya Portal. The form may also be provided to your Site HR or your Benefits & Leave Specialist.
2. When your Case Specialist confirms your expected/actual RTW date, your Site HR and Benefits & Leave Specialist will be notified.

**How can I assist in getting the medical certification completed timely from my health provider?** The medical certification will be sent to your healthcare provider by Voya if you provide the health providers name and contact information. The medical certification is critical to your leave application approval or denial. You may assist by asking your health provider to provide this information to Voya quickly.

**What happens if my leave request is denied?** Your Benefits & Leave Specialist will communicate with you to discuss alternative leave options, if applicable.

**How do I pay my health plan premiums while off work for leave?** If you are not receiving a regular check, you will need to contact HR Benefits at 417-873-4271 to pay any premiums that are due. Supplemental life, disability plans, and voluntary benefits will accrue from the date of leave; additionally, after four weeks of leave Medical, Dental, and Vision premiums will begin to accrue. Please note that while on leave, FSA amounts will continue to accrue but HSA election amounts will not. With an HSA, upon your return from leave, your premiums will reactivate. Benefits will be cancelled if premiums are past due 30 days.

**How long am I eligible for Bass Pro benefits while on leave?** Unless otherwise required by applicable law, Company benefits will cease upon the expiration of six (6) months from the date an outfitter begins a leave of absence. Outfitters will be provided with information regarding available COBRA or continuation options, if any.

**Who do I contact if I have questions about my leave?** Contact your Case Specialist at Voya by email or call 888-973-3652. You may also contact HR Benefits by email [HRBenefits@basspro.com](mailto:HRBenefits@basspro.com) or call 417-873-4271.

**Is my job protected while I am on leave?** Outfitters that are out on an approved Family and Medical Leave or Workers Compensation leave of absence, will have job protection until such leave is over unless they are no longer able to perform the essential function of a job, with or without accommodation. Bass Pro Medical leave is provided, but your job may not be protected depending on business need.

**What if my state-laws are different regarding FMLA?** Where state or local family and medical leave laws offer more protections or benefits to outfitters, the outfitter will receive the more favorable option as provided by these laws (where applicable). Outfitters should consult their state specific supplement within Workday or contact their state leave offices.

**What if I have a Qualifying Life Event?** A QLE is a marriage, legal separation or divorce, birth or adoption of a child, death, or a change in employment status for you, your spouse or your dependents. Changes must be made within 30 days of the event, and you will need to provide supporting documentation, such as a marriage certificate or birth certificate.

# BENEFITS

---



Thrive365

## Resources:

HR Benefits: Email [HRBenefits@basspro.com](mailto:HRBenefits@basspro.com) or call 417-873-4271. Please include the following information: **Full Name and Flex ID Number**

[Navigating a Leave from Work](#): Directions to complete a timely leave process.

[Outfitter Benefit Guide](#): Review with your current health plan summary page to evaluate your premium cost while on leave.

[Bass Pro Benefits Website](#): Review for additional resources for your overall wellbeing.

[Benefit Plan Contacts](#): Contact benefit providers by phone or website.

[Outfitter Handbook](#): Review Bass Pro Shops, LLC policies and procedures regarding your leave.

[Voya Leave Management Card](#): Contact information, the leave process, and expectations.

[FMLA – Department of Labor](#): FMLA rules and regulations.