



Disability and Leave Frequently Asked Questions

Reliance Matrix, also known as Matrix, and Grande are here to support Associates through their disability and leave process. Reliance Matrix makes it easy to submit a claim with 24/7 absence and claim reporting via their online platform. To initiate the leave process, please contact Reliance Matrix by calling 877-202-0055, going online at www.matrixabsence.com or downloading the “Matrix eServices” mobile app. Throughout your leave process, please keep your Manager updated.

For an interactive and informational video on how to submit your leave, visit Reliance Matrix’s site at <https://www.reliancestandard.com/How-To-File-A-New-Leave-of-Absence-Claim/2668/>.

Important information to know while on leave:

- **Pay:** once your STD claim is approved, you will receive pay via normal Grande payroll processes in accordance with the regular pay schedule.
- **Check stubs and W2s:** will be accessible through UKG.
- **Benefit premiums:** will be deducted from your leave pay in the same way as they are deducted from your regular earnings.
 - If you’re on an unpaid leave of absence, your benefit premiums will go into arrears. Your HR Business Partner will work with you to sign a benefit arrears letter and your benefit premium will be deducted from your paycheck once you return to work.
- **PTO:** You are not required to use PTO while on an approved leave of absence. If you would like to utilize PTO during a waiting period, please contact your Manager or enter your PTO request prior to your leave starting.
 - **Hourly Associates:** while on an approved STD claim, you may utilize up to two (2) days of PTO to supplement your STD pay.
- **GAAAP 401(k):** your Grande Associate Accumulation Asset Plan (GAAAP) contributions and loan payments will continue during your leave as deductions from your leave pay.
 - If your leave is unpaid, please contact Empower regarding your loan payment obligations, if applicable.
- **Garnishments:** are still in effect during your leave of absence and will be deducted from your leave pay.
 - If your leave is unpaid, you will be responsible for continuing payments on garnishments during that period. Please work with your respective agency regarding your garnishment obligations.
- **Qualified Life Event:** if you experience a qualified life event (i.e., birth of a child) while on a leave of absence, make sure you submit a qualified life event in UKG within 30 days to update your benefit coverage. Failure to submit a qualified life event could result in a disruption in coverage until the next open enrollment period.

Additional questions about your leave:

Prior to your leave starting

Q: When should I initiate a claim with Reliance Matrix?

A: If you know of an upcoming leave, contact Reliance Matrix 30 days in advance. If you have an unexpected leave of absence, contact Reliance Matrix within 48 hours of missed work to begin your leave. Please note, if you fail to notify Reliance Matrix, your request could be denied or have an impact on your STD benefit payment.

Q: Does my healthcare provider need to do anything?

A: Yes, your healthcare provider will need to complete paperwork supporting your claim. Upon initiating your claim, Reliance Matrix will contact your healthcare provider to request this information. To assist the timeliness of your claim, please ensure that your provider completes or responds to Reliance Matrix's request. If paperwork isn't received in a timely manner, this could result in your claim payment being delayed or denied.

During your leave

Q: Am I required to notify Reliance Matrix that my leave started?

A: Yes, you are required to notify Reliance that your leave started within 48 hours of missed work. Delay in notifying Reliance Matrix could impact your STD benefit payment.

Q: How should I report my intermittent FMLA absence?

A: If you have an intermittent leave of absence, please report these absences to Reliance Matrix and your Manager. In addition, make sure you follow your facility's call-in procedures. Your intermittent FMLA request must be submitted to Reliance Matrix within 48 hours of missed work. If your leave is not reported in a timely manner, your claim could be denied.

View Reliance Matrix's informational view on how to report intermittent absences here:

<https://www.reliancestandard.com/How-to-Report-Intermittent-Absences/2669/>.

Q: If my claim allows for intermittent FMLA, will I be paid during this time?

A: No, you will not be compensated by Grande for intermittent FMLA. If you choose, you may utilize PTO to ensure you don't have a gap in pay.

Returning to work

Q: Do I have to complete a return to work note?

A: Yes, all claims require a return to work note prior to your return. In the paperwork you receive from Reliance Matrix, it will include a return to work note. Please have your healthcare provider complete this document prior to your return to work.

Q: Who do I submit my return to work note to?

A: Upon receiving a completed return to work note from your healthcare provider, please provide this to your HR Business Partner. They will review the information to ensure you are cleared to return to work. If you have restrictions for returning to work, the restrictions will be reviewed by your HRBP and Manager to ensure the restrictions can be accommodated.

Q: When should I submit my return to work note?

A: You should submit your return to work note to your HR Business Partner three (3) business days prior to returning to work. Failure to submit the form may impact your ability to return to work.

Long term disability

Q: Does Reliance Matrix assist me in transitioning to LTD?

A: As you draw closer to STD exhaustion, Reliance Matrix will assist you in transitioning to LTD including working with Social Security and help you understand next steps.

Q: Can I return to work if I have an accommodation and approaching STD exhaustion?

A: If you are approaching STD exhaustion, Grande will review any restrictions or accommodations you may have. Grande will determine if they can be met.

Q: Do I remain employed while on LTD?

A: No, upon exhaustion of STD and you being unable to return to work, your employment and benefits with Grande will be terminated.

To help answer additional questions on Reliance Matrix’s claim process, watch an informational video here: <https://www.reliancestandard.com/Requesting-a-Leave-of-Absence/2728/>. For further details regarding Grande’s leave plan, please review the FMLA policy. Additional information can be found on grandehealth.com, including the Summary Plan Description for STD and LTD.

Points of Contact

Contact	How to Contact	Reasons to Contact
Reliance Matrix	877-202-0055 www.matrixabsence.com Download the “Matrix eServices” mobile app	<ul style="list-style-type: none">• Initiate a claim• Check the status of your claim• Report your intermittent absence• Extend your claim• Appeal a denied claim
HR Business Partner	Your facility HR Business Partner	<ul style="list-style-type: none">• Provide return to work note• Request accommodations• Questions regarding your position• Attendance• Policies• Employment status
Benefits team	920-952-7555 healthandwellness@grande.com	<ul style="list-style-type: none">• Benefits during your leave• Issues with Reliance Matrix• Payroll deductions

Additional benefits and contact information

Contact	How to Contact	Reasons to Contact
Medical UMR	800-826-9781 www.umar.com	<ul style="list-style-type: none">• Provider search and covered services• Medical questions
GAAAP 401(k) Empower Retirement	877-778-2100 empowermyretirement.com	<ul style="list-style-type: none">• Update your plan contributions• Account balance inquiries
Employee Assistant Program (EAP) SupportLinc	888-881-5462 www.supportlinc.com Group code: grandecheese	<ul style="list-style-type: none">• Short term counseling• Assistance or guidance while on a leave of absence

Healthcare Options Health Navigator	888-352-4969 www.sunlife.com/healthnav	<ul style="list-style-type: none"> • Receive guidance on any health-related condition • Receive a second opinion on your diagnosis
Flexible Spending Account (FSA) and Health Reimbursement Account (HRA) WEX	866-451-3399 benefitslogin.wexhealth.com	<ul style="list-style-type: none"> • Submit FSA or HRA claims for reimbursement • Check account balances
Accident Protection or Critical Illness Insurance Reliance Matrix	By phone: 877-202-0055	<ul style="list-style-type: none"> • Submit claims for reimbursement • Verify coverage for plans