

THE CERTIFICATION PROCESS

Disability and Absence Management

THE CERTIFICATION PROCESS

The certification is a document or form that is completed by the employee and, as appropriate, a health care provider.

The certification will allow the employer to:

- Obtain information related to the FMLA leave request, including the likely periods of absences; and
- Verify that an employee, or the employee's ill family member, has a serious health condition (or, in the case of military family leave, that facts exist to support the employee's request for such leave).

CERTIFICATION AT A GLANCE



Step 1

The employer must notify the employee if a certification is required



Step 2

The employee provides a completed certification within 15 calendar days, absent unusual circumstances



Step 3

The employer must notify the employee, in writing, if the leave will or will not be FMLA protected



MEDICAL
CERTIFICATION
NOTICE AND
TIMING

Employers must notify employees each time they require a medical certification. The employer's notice that a certification is required must be included in the written Rights and Responsibilities Notice that the employer gives the employee within five business days of becoming aware of the employee's need for FMLA leave.

If an employee fails to provide a certification within 15 calendar days from receipt of the request for certification but made diligent, good faith efforts to do so and the delay was due to extenuating circumstances outside his or her control, the employer may not deny the leave for the period that the certification was late.

CONTENTS OF A
COMPLETE AND
SUFFICIENT MEDICAL
CERTIFICATION

A complete and sufficient certification need only include the following information:

Contact information for the health care provider, including name, address, telephone number, fax number, and type of medical practice / specialty;

When the serious health condition began,

How long the serious health condition is expected to last,

If the employee is the patient, whether the employee is unable to work, and the likely duration of this inability;

If a family member is the patient, whether the family member needs care, and an estimate of the frequency and duration of the leave required to care for the family member;

Whether the employee's need for leave is continuous or intermittent, and

Appropriate medical facts about the condition.

**INCOMPLETE OR INSUFFICIENT
MEDICAL CERTIFICATION**

INCOMPLETE & INSUFFICIENT

Whenever an employer finds any medical certification “incomplete” or “insufficient,” the employer must give the employee a written notice stating what additional information is necessary to make the certification complete and sufficient.

- A certification is considered ***incomplete*** if one or more applicable entries have not been completed.
- A certification is considered ***insufficient*** if the information provided is vague, ambiguous, or nonresponsive.

AUTHENTICATION & CLARIFICATION

- **Authentication** means providing the health care provider with a copy of the certification and confirming that the information contained on the certification form was completed and/or authorized by the health care provider who signed the document.
- **Clarification** means contacting the health care provider to understand the handwriting on the medical certification or to understand the meaning of a response.