

**THE KROGER CO.
SHORT-TERM DISABILITY AND FAMILY MEDICAL LEAVE CHECKLIST
AND IMPORTANT LEAVE OF ABSENCE INFORMATION
FOR ASSOCIATES**

	WHO ADMINISTERS?	WHO DO I CONTACT?
To file a Short-Term Disability (STD) claim (associate's own medical leave) and/or FMLA Leave	MetLife	Leave of Absence Reporting Line 888-343-6886 – Option 1
All other associates that need to file a non-medical leave of absence or to speak to a leave coordinator	Kroger Accounting Services – Hutchinson (KASH)	Leave of Absence Reporting Line 888-343-6886 – Option 3
Questions regarding your pay while on leave	Kroger Accounting Services – Hutchinson (KASH)	KASH 620-728-8746
MetLife documentation remittance Contact Information: Note: The email address is for documentation on only existing claims with your name and claim number inserted in the subject line. Specific claim questions should be directed to your claim specialist.	MetLife	Email: Kroger@metlife.com Fax: 800-230-9531 Mail: MetLife Disability P.O. Box 14590 Lexington, KY 40511-4590

Short-Term Disability (STD) Claims

You have filed a STD claim due to being unable to perform your job duties due to an illness, injury, pregnancy or hospitalization. When MetLife approves the STD, wage replacement will be provided. Please take the following steps to expedite the filing of your STD claim:

- Inform your Division HR/Supervisor of your medical leave of absence request.
 - **Provide MetLife with all treating physician's name, phone and fax numbers and address.**
- If you have filed this claim due to surgery/procedure and/or maternity leave prior to your anticipated first day out of work, please have your doctor contact MetLife to confirm the surgery/delivery date and other important medical specifics needed. This will assist with quick claim processing. Your claim for STD will not be processed until you are disabled from working.
- If you do not authorize disclosure for medical information via the telephone, sign and return to MetLife a copy of the **Medical Disclosure Authorization Form** mailed to you. Provide a copy to each of your treating physicians. **THIS IS VERY IMPORTANT.**
 - This authorization allows MetLife to obtain medical information from your physician(s). MetLife needs medical documentation from your treating physician(s) in order to make a decision on your claim.
 - Failure to provide this authorization to MetLife may cause a delay in approving payment under the STD program.
- Provide to your treating physician the **Attending Physician Statement (APS)** you receive in the mail from MetLife. Confirm that the treating physician(s) return the completed APS to MetLife.
 - If there is a delay in MetLife's receipt of medical documentation supporting disability from your physician, you may experience a delay in the processing of your STD pay.
 - MetLife will call you regarding their STD Claim decision and will mail you a follow up letter containing their decision.

FMLA Leave Requests

The Family and Medical Leave Act of 1993 (FMLA) provides unpaid job-protected leave for certain FMLA-qualifying reasons, including your own serious health condition or that of a qualified family member. STD claims may run concurrently with FMLA and similar state leave laws, if your request for leave is caused by your own serious health condition. FMLA leave may also be a stand-alone leave request when STD does not apply. When applying for leave you must:

- Inform your Division HR/store manager of your FMLA leave request.
 - **Provide MetLife with all treating physician's name, phone and fax numbers and address.**
- Complete and return the MetLife **Health Care Provider Certification (HCPC)** mailed to you. **THIS IS VERY IMPORTANT.**
 - If you have a concurrent STD claim, you are not required to return the HCPC to MetLife. The STD Attending Physician Statement can be used for the FMLA Leave Request.

Workers' Compensation Claims

If your absence is due to a work-related injury/illness, you must contact MetLife to file a leave of absence. Please specify that this injury/illness occurred as a result of performing your work duties.

Return to Work Process

- Prior to your return to work, contact your Division HR/store manager and MetLife to report your anticipated return to work date.
- Contact your Division HR/Supervisor and MetLife if your anticipated return to work changes.
- Provide your Division HR/Supervisor the Return to Work form (signed by your physician) that you received in the mail from MetLife.
- Notify MetLife of your actual return to work date.
- Failure to report anticipated and actual return to work to your Division HR/Supervisor and MetLife may delay scheduling and pay.

Payment of STD Benefits (Wage Continuance)

- MetLife communicates all STD and FMLA benefit decisions to KASH and your Division HR/Supervisor.
- Payment of STD Benefits is made by Kroger through your normal payroll process.
- The STD elimination period is seven (7) calendar days. Corporate policy states that an associate must use all but five (5) days of available (accrued) Paid Time Off to satisfy the elimination period.
 - **Note:** This may differ for associates under a collective bargaining agreement and/or subject to change based on federal/state guidelines.