

# Absence & Return Center (ARC)

36 dedicated AA employees who care about:

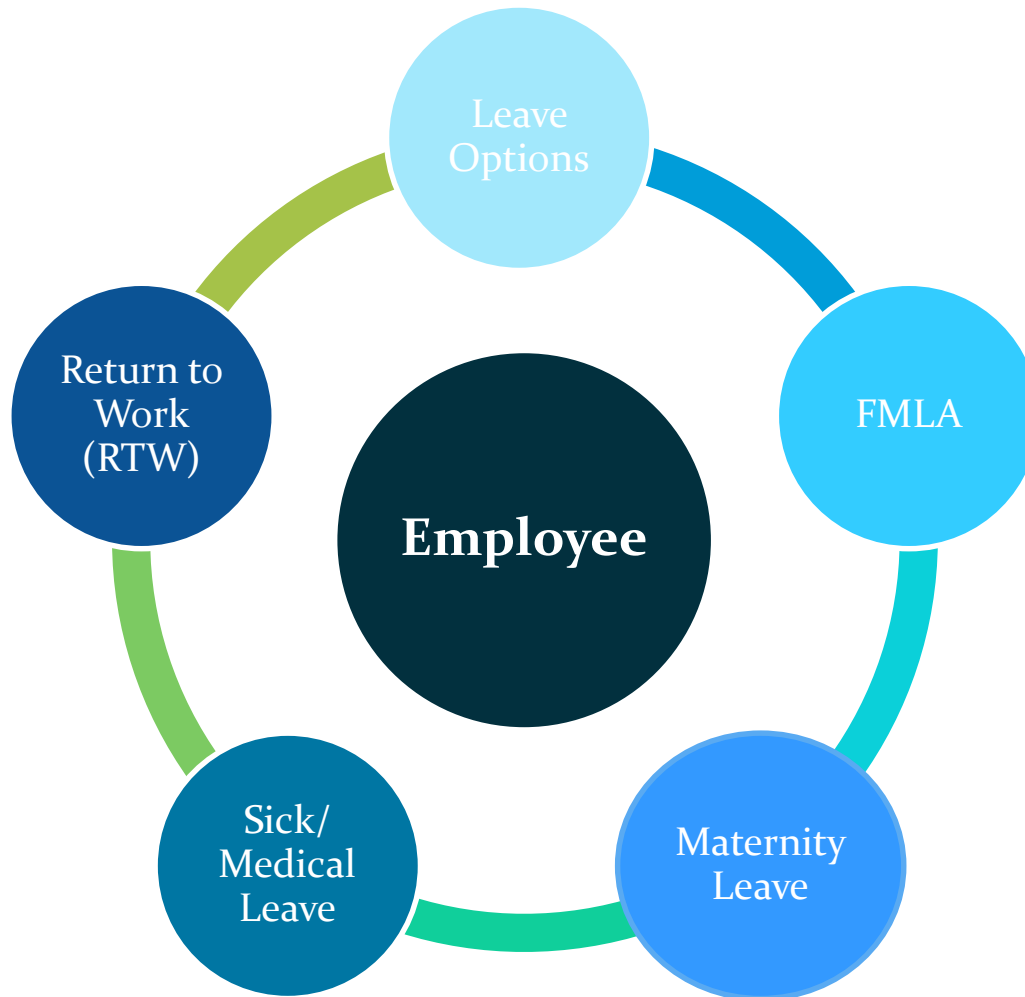
- the work they do,
- their colleagues, and
- the business!

September 2017



# ARC Support for Team Members

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**ARC annually processes 100K faxes and answers 35K team member phone calls to provide a centralized, streamlined and improved employee experience**

## Leave and Return Resources on Jetnet

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**FMLA, Company Sick Leave and Return to Work** information is available on Jetnet 24/7

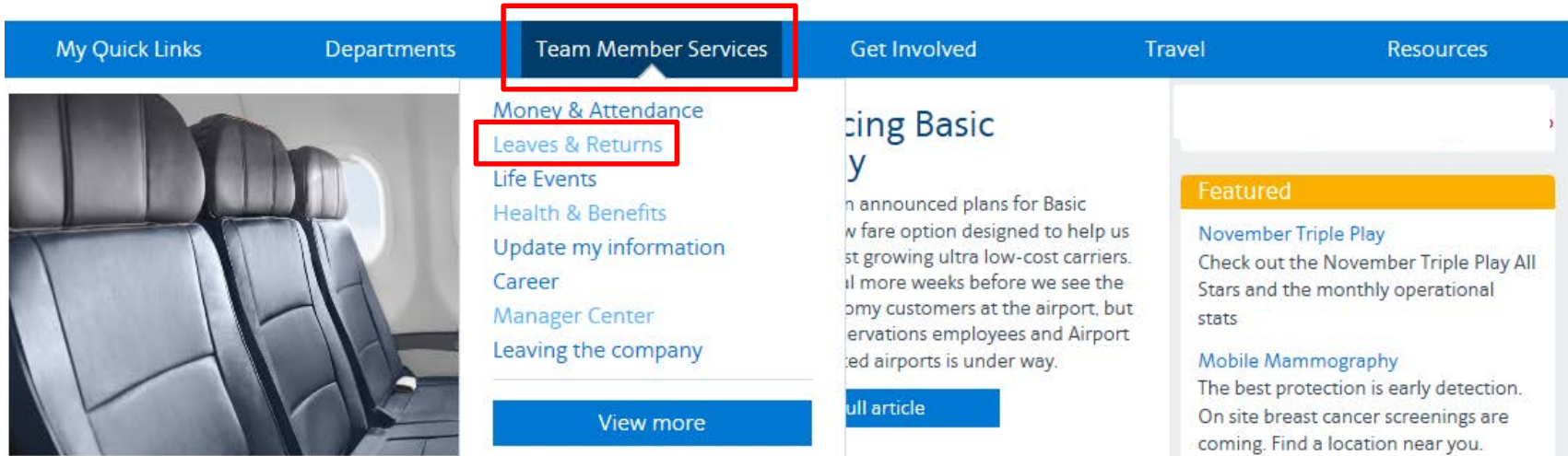
On the **Leaves & Returns** page on Jetnet you'll find:

- Overviews of leave types
- Leave policies
- Leave forms
- Leave status information

**Please note:** Employee medical condition information will not be posted on Jetnet

# Leave and Return Resources on Jetnet continued

**Step 1:** From the Jetnet home page click on “**Team Member Services**” then “**Leaves & Returns**”



The screenshot shows the Jetnet website's navigation bar and a dropdown menu. The navigation bar is blue with white text for the following categories: My Quick Links, Departments, Team Member Services, Get Involved, Travel, and Resources. The 'Team Member Services' category is highlighted with a red box. A dropdown menu is visible below it, listing several options: Money & Attendance, Leaves & Returns, Life Events, Health & Benefits, Update my information, Career, Manager Center, and Leaving the company. The 'Leaves & Returns' option is also highlighted with a red box. Below the dropdown menu is a blue button labeled 'View more'. To the left of the dropdown menu is a photograph of airplane seats. To the right of the dropdown menu, there is a section titled 'Getting Basic' with a 'Full article' button. Further right, there is a 'Featured' section with two articles: 'November Triple Play' and 'Mobile Mammography'.

# Leave and Return Resources on Jetnet continued

## STEP 2: Click the appropriate leave tile for additional leave information:

### Leaves & Returns

4 minute read

Created by Kalen Kubik on Sep 16, 2016 7:52 AM

#### The Absence and Return Center (ARC)

The ARC can help you navigate going on and returning from a leave, and is there to help answer your questions along the way. The ARC, made up of administrative staff and case managers, is responsible for the administrative eligibility and approval determinations for leaves under the Family and Medical Leave Act, medical leaves of absence and maternity leaves. The ARC also processes Sick Verification forms and Return to Work forms for all U.S.-based mainline team members.

#### How do I contact the ARC?

You can call the ARC at 817-967-6700. ARC team members will be available Monday through Friday (except company-recognized holidays) from 7:30 a.m. to 6:00 p.m. CT. As needed or required, you may fax your FMLA application, Return to Work form and Sick Verification form to the fax numbers located at the bottom of the form.

#### Family & Medical Leave (FMLA)

FMLA allows eligible team members time off for their own serious health conditions, to care for a covered family member with a serious health condition or the birth, adoption or foster care placement of a child.

- [Overview »](#)
- [Applying for family leave »](#)
- [FMLA policies »](#)

#### Sick leave

When you are too sick to be at work, American offers team members paid sick time. If your illness continues beyond your paid sick time, an unpaid medical leave of absence is available.

- [Paid sick time »](#)
- [Medical leave of absence »](#)

#### Birth and adoption

American offers paid time off for pregnancy and delivery for eligible team members and adoption assistance.

- [Maternity leave »](#)
- [Post-delivery disability plan »](#)
- [Adoption assistance »](#)

#### Workers' Compensation

Workers' Compensation may include medical treatment and wage replacement to a team member who is injured in the course and scope of employment.

- [Overview »](#)

#### Additional Leaves

Leaves of absence, and what type you're eligible for, can vary by workgroup and the state or city where you live.

- [Personal leave of absence »](#)
- [Leave of absence by workgroup »](#)
- [Military Leave »](#)
- [State and local leaves »](#)

#### Return to work

Learn more about the steps needed to return to work after a leave of absence.

- [Getting ready to return to work »](#)
- [Return to work forms »](#)

## General FMLA Information

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FMLA is Job-protected *block and / or intermittent* leave for FMLA eligible employees

### What does eligible mean?

- ✓ A regular or temporary full or part-time employee of the Company who works in a location in the United States, or in any territory or possession of the United States; and
- ✓ Employed by the Company for at least twelve (12) months on the date on which any FMLA leave is to begin; and
- ✓ Worked a minimum of 1,250 hours during the twelve (12) month period immediately preceding the commencement of the leave.

### Qualifying Reasons for FMLA

- ✓ Employee's own serious health condition resulting in employee unable to perform the functions of their job;
- ✓ Care of an eligible family member with a serious health condition; (Spouse, son/daughter and/or parent)
- ✓ Birth of a son or daughter, and to care for the newborn child;
- ✓ Placement with the employee of a son or daughter for adoption or foster care;
- ✓ FMLA Military Exigency Leave & Military Caregiver Leave

### FMLA Entitlement

- ✓ Eligible employees are entitled to up to a total of twelve (12) work weeks of leave in a rolling twelve (12) month period for a qualifying reason (except that employees are entitled to up to 26 weeks for Military Care Giver Leave). For example, if an employee who works a 40-hour work week takes leave for his own serious health condition, he would be eligible to take up to 480 hours of FMLA leave.

# FMLA Information on Jetnet

## Family & Medical Leave (FMLA)

FMLA allows eligible team members time off for their own serious health conditions, to care for a covered family member with a serious health condition or the birth, adoption or foster care placement of a child.

[Overview »](#)

[Applying for family leave »](#)

[FMLA policies »](#)

**American Airlines Jetnet**

My Quick Links   Departments   Team Member Services   Get Involved   Travel

All Places > Policies > Domestic U.S. policies > Documents

**POLICY**

### Applying for family and medical leave under FMLA 3 minute read

Created by Policy Admin on Jun 23, 2017 9:55 AM

- 1. Qualification:** If you are interested in FMLA leave, the first step is to find out if you have the required administrative hours.
  - Legacy American ground team members: [Check the FMLA Administrative Hours Eligibility Tool on Jetnet](#)
  - Legacy American flight attendants: Call 1-800-VIP-CREW, option 6, 3
  - Legacy American and Legacy US Airways pilots: Check with your base timekeeper
  - Legacy US Airways flight attendants: Call 1- 482-693-5400 or email [inflightadmin@usairways.com](mailto:inflightadmin@usairways.com)
  - All other legacy US Airways work groups: check with your local timekeeper
- 2. Certification:** Next, download the [FMLA Certification Form](#). Fill out your portion and have your treating healthcare provider complete his or her portion prior to faxing it into the Absence and Return Center (ARC). Place your name and employee number on the front and back of each page prior to faxing it. This ensures we'll know who to contact if your fax is submitted backwards and we only receive the blank side.
- 3.** Once you've submitted your form, keep a copy of your completed form as well as the fax receipt for your records.
- 4. Follow Up:** Once you've submitted your form, you can monitor your [FMLA Leave Status](#) on Jetnet.
  - Give us about three business days to get everything updated. If there is no case opened at that point, re-fax your information
  - If your case is pending (needing additional information), ensure the requested information is received by the deadline

**A note about Military FMLA**

If the leave is needed for a "qualifying exigency" while your spouse, child, or parent is on active military duty or called to active duty status, has been notified of an impending call or order to active duty, or to care for an injured service member, submit a completed [American Airlines Military FMLA Leave form](#).

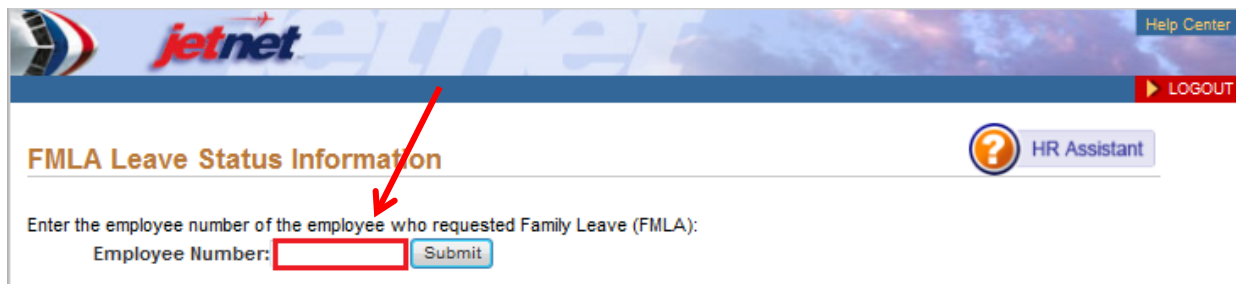
Qualifying exigencies (or "qualifying situation") may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Find additional information regarding FMLA Leave in the [Family and Medical Leave Act Leave of Absence \(FMLA Leave\) Policy](#).

# FMLA Status Information on Jetnet

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- Employee FMLA status information is available on Jetnet 24/7
- Click on “FMLA Leave Status”



jetnet

Help Center

▶ LOGOUT

**FMLA Leave Status Information**  HR Assistant

Enter the employee number of the employee who requested Family Leave (FMLA):

Employee Number:



# FMLA Status Information on Jetnet, *continued*

## FMLA Leave Status Information



This site contains FMLA Leave status information for full-time and part-time employees on U.S. payroll only. View your benefits and AMR's policies regarding your FMLA Leave in the [FMLA Leave section](#) of the eHR Center. If you have questions about the status of your FMLA Leave please see your supervisor.

Search New Employee #:

			Employee #:00		
Case#	Received	Reason for FMLA	Disposition	Start Date	End Date
<a href="#">VIEW</a>	450522	11/8/2015 Self (Intermittent) 2 times per month, 1 to 2 days per episode	Designated FMLA-qualifying	11/2/2015	11/1/2016
<a href="#">VIEW</a>	4154226	19/2014 Self (Intermittent) 1 to 2 days, per month	Designated FMLA-qualifying	6/18/2014	6/17/2015

## FMLA Status Information on Jetnet, *continued*

				Employee #: 00	
Case#	Received	Reason for FMLA	Disposition	Start Date	End Date
<a href="#">VIEW LIST</a>	450522	11/8/2015 Self (Intermittent) 2 times per month, 1 to 2 days per episode	Designated FMLA-qualifying	11/2/2015	11/1/2016
Intermittent Leave Frequency: 2 times per month Duration: 1 to 2 days per episode					
This request's status is Designated FMLA-qualifying:					
The FMLA request meets the required medical criteria. This is designated as FMLA-qualifying.					
Letters sent to employee related to this request					
<a href="#">VIEW</a>	FMLA Pending Letter - 11/17/2015				
<a href="#">VIEW</a>	FMLA Letter of Understanding - 12/02/2015				
Case Notes					
Nov 11, 2015 @ 6:31:25 AM - Information received in the FMLA office at Absence and Return Center requesting leave commencing on 11/02/2015. FMLA processing initiated on 11/11/2015. / J. Gardner, Staff Assistant					
Nov 11, 2015 @ 6:31:25 AM - Sent email indicating FMLA request was received. The message was sent to the following addresses: MANUELLOPEZ@AA.COM / J. Gardner, Staff Assistant					
Nov 13, 2015 @ 7:46:52 AM - This leave request meets FML administrative eligibility requirements as of 11/02/2015 and will continue to be processed.					
Company records indicate that the employee has 232 hours out of their 240 hours entitlement available as of the date noted above.					
FMLA CASE CODE: PO1					

# Letter of Understanding (LOU)

- The LOU clarifies the leave determination and will include various information such as:
  1. Employee name and ID number
  2. Assigned FMLA case number
  3. Leave code associated with the designated time period (PO1, CG1 etc.)
  4. Designated time period
- Digital copies of the LOUs are attached to the employee's FMLA case on Jetnet which is available for viewing 24/7

1 Employee #00011111, Case #499999: FMLA Letter of Understanding - 07/18/2016

2 July 18, 2016 FMLA Case Number: 499999

3 Case Code: FMLAP01

JANE DOE  
900 E 121ST ST #10  
SAN PEDRO, CA 90731-3973

Dear Jane:

Your request for block leave for yourself has been designated to begin on May 6, 2016 and end on July 28, 2016. This FMLA block leave will end once you return to work or when you exhaust your FMLA hours, whichever comes first. Absences scheduled once FMLA exhausts will be handled in accordance with Company leave policy or applicable collective bargaining agreement (CBA). Certain states or municipalities may have their own laws regarding similar types of family care or medical leave. To the extent consistent with applicable law, FMLA designated absences will count toward an employee's allotment of time off under state or local laws that provide time off for personal illness or the care of a sick family member.

**Responsibilities and Expectations while Using Block FMLA Leave**

The following information includes some of your responsibilities and the Company's expectations while you are using block FMLA Leave.

4

- Absences that do not fall between May 6, 2016 and July 28, 2016 or any time which exceeds your annual FMLA allotment will not be coded as FMLA Leave and may be considered an attendance occurrence under the applicable attendance policy unless alternative leave options are available.
- Returning to work prior to July 28, 2016 will end your block FMLA Leave.
- If you need to extend the end date of this block FMLA leave, you should have the treating health care provider submit additional medical documentation to the Absence & Return Center (ARC).
- The following criteria will be reviewed when your block leave extension request is received:
  1. Has your annual FMLA allotment of up to 12 weeks per rolling calendar year been exhausted, **and**
  2. Have you already returned to work prior to your designated block leave end date of July 28, 2016, **and**

# Sick Leave Information on Jetnet

Sick/Medical leave is available to employees who are taking a block leave for self.

## Sick leave

3 minute read

Created by Policy Admin on Jun 23, 2017 9:59 AM

### Paid sick time

There may be times when you are too ill to come to work. When that happens, you may have sick time available for your use. Note that sick time is intended only for your illness and should not be used for time off to care for relatives, voluntary medical procedures, preventative or routine visits to a healthcare provider.

- **Available time:** The accrual rate of paid sick time will vary by workgroup. If you are covered by a collective bargaining agreement (CBA), you should refer to your agreement for details. State and local leave laws may provide more generous benefits. Check the [State and Local leave](#) policies for more information that may supplement this policy.
- **Sick time procedures:** If you know that you will miss work, notify your manager as far in advance as you can.

### Resources

[Personal leave of absence](#)

[Sick leave information](#)

[Pilot's unpaid sick leave of absence](#)

### Medical Leave of Absence

If you've used all of your available paid sick time and you continue to need to take a leave due to a medical condition, you will be automatically converted to an unpaid medical leave of absence.

Once that happens, the American Airlines Benefits Service Center will reach out with a link to access your benefits options while you are on leave.

Once you are placed on an unpaid medical leave of absence:

1. Have your healthcare provider complete the [Sick Verification form](#) and fax it to the number located on the bottom of the form
  - If you're a pilot, please complete the [Pilot's Sick Verification form](#)
2. Monitor your [sick leave status](#) on Jetnet.

When applicable, paid sick leave will concurrently be coded as [FMLA](#) and counted towards your FMLA leave entitlement. Find more information in the [Family and Medical Leave Act Leave of Absence \(FMLA Leave\) Policy](#).

# Sick Leave *Status* Information on Jetnet

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Employee Sick Leave status information is available on Jetnet 24/7

## Case Management Clearance - Search

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[Close Window](#)

Search



**Search for Case Mgmt Clearances**

Enter Employee Number:

Only managers (level 5 and above) and other employees with management approval may view other employees' Case Management status information. This information is confidential and should only be viewed by authorized AA personnel with a legitimate business need.

# Return to Work (RTW) Information on Jetnet

## Getting ready to return to work

4 minute read

Created by [Policy Admin](#) on Jun 23, 2017 10:16 AM

### Getting ready to return to work

We look forward to welcoming you back to work. Please contact your manager/department as soon as you know the date you plan to return to work. Certain absences will require a return to work clearance from your treating Health Care Provider.

Clearance by your healthcare provider is necessary if one of the following applies.

- Hospitalization (admitted to the hospital), surgery (in or outpatient) or emergency room visits;
- Medication that can affect alertness, mental function or affect public safety;
- Absent from work for 30 or more consecutive calendar days due to an illness or injury (except work-related injuries);
- Injury to the eyes, ears and/or head;
- Blocked ears (crewmembers only); and/or,
- You are unable to or unsure if you are able to perform the essential job functions of your job. (Please see the Return to Work form for your position, which provides the essential functions of your job).

If one of the above applies to you, provide your treating Health Care Provider with the [Return to Work Form](#) for your specific workgroup. Need help? Contact the Absence and Return Center (ARC) team at 817-967-6700 for assistance.

Fax the completed [Return to Work Form](#) to the ARC at the number listed on the bottom of the form. Place your name and employee number on the front and back of each page prior to faxing it. This ensures if your fax is submitted backwards and we receive the blank side, we'll know who to contact. Your [return to work status](#) should be updated on Jetnet on the page within two business days. If none of the above clearance requirements applies to your absence, all you need to do is notify your manager/department of your anticipated return to work date. Depending on your position, location and time away from work, you may be required to undergo a fingerprint/background check prior to reporting back to work. Contact your manager/department to review your specific requirements.

If you are released to return to work with restrictions, you may qualify for an ADA accommodation. Please see the [ADA Policy](#) for further information. Your manager, supervisor, or HR Business Partner can answer any questions.

### What's the process for returning to work?

1. Contact your manager/department as soon as you know the date you plan to return to work.
2. Contact the [Absence & Return Center](#) to determine if you need to have your treating healthcare provider complete the company return to work form for your specific workgroup prior to returning to work.
3. Monitor your [Return to Work status](#).

# Return to Work (RTW) *Status* Information on Jetnet

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Employee Return to Work status information is available on Jetnet 24/7

## Case Management Clearance - Search

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[Close Window](#)

Search

**Search for Case Mgmt Clearances** 

Enter Employee Number:

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# ARC Information

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**Hours of Operation: Monday - Friday** (excluding holidays) **7:30am to 6pm** (Central time)

**ARC phone** 817-967-6700

**ARC email** [arc@aa.com](mailto:arc@aa.com) (ARC Administration In Outlook)

**ARC mailing address:**

Absence and Return Center

4333 Amon Carter Blvd. (M.D. 5132)

Fort Worth, Texas 761553

**ARC FAX numbers:**

1-855-709-4903 - FMLA

1-855-895-3684 - Sick Verification Form/ Doctor notes

1-855-895-3685 - Return to Work forms

**Hours of Operation: Monday - Friday** (excluding holidays) **7:30am to 6pm** (Central time)