

Absence and Return Center frequently asked questions

Absence and Return Center

What is ARC?

ARC stands for Absence and Return Center. The ARC group will be the one-stop-shop for all things regarding medical related absences and returning to work. They'll help you through required processes so you can return to work as soon as you're able to perform your job duties safely.

What won't be handled by the ARC?

All non-medical and state leaves will continue to be handled by your immediate supervisor/manager and local administration team. ADA accommodations will be handled by your HR Business Partner and supervisor. Pilot sick verification and return to work will temporarily continue to be handled by AA Medical, but will be transitioned in the near future.

Legacy US Airways Ground and Tech Ops contract employees will continue to have their leaves handled by Ceridian until the transition which is expected in the fall of 2015.

How do I contact the ARC?

You can contact ARC by phone at 817-967-6700. ARC representatives will be available Monday through Friday (except company-recognized holidays) from 7:30 a.m. to 6 p.m. CT.

Is there a new fax number?

Not at this time but it's important to always use a current FML, Return to Work or Sick Verification form as the current fax number is always noted on the bottom of each form.

Which forms should I send to the ARC?

Completed Sick Verification forms, completed Return to Work forms, completed FMLA applications, Modified Duty requests, doctor's notes or other documents requested by the Company to assist with your absence/leave processing.

Where do I get the new forms?

Starting on August 3, 2015, the new forms will be available on Jetnet. To download the forms on Jetnet go to the Pay/Benefits tab, click "Time Away From Work/All Leaves" and select the appropriate form.

What if I need an accommodation?

You will partner with your supervisor and HR Business Partner on any accommodation, so please feel free to reach out to either of them. Additional information about the new ADA policy can be found on [Jetnet](#).

Who is going to have access to my information?

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The ARC group will handle your request and paperwork from start to finish. All submissions are secure.

Who pays for my visit to my doctor?

Consistent with how things work today when you visit the doctor, co-pays and fees charged beyond your coverage are your responsibility. We encourage you to use in network providers to take advantage of discounted negotiated rates. Contact your insurance administrator to check if your provider is in-network.

FMLA

How will I know my FML form made it to the ARC?

You can check the status of your leave on Jetnet by going to the Pay/Benefits Tab, FMLA and clicking FMLA Status. ARC uses a secure fax system and logs all incoming transmissions. Once your form is received, within 5 business days, your FMLA status will say "Documents received, eligibility being checked, verification in progress." Please keep your fax transmittals and confirmation pages for your records.

Legacy US Airways contract employees supported by Ceridian (Ground and Tech Ops) can visit the Presagia Leave Management website to view their own leave record. Go to www.managemyleave.com and enter your own credentials as required. All login questions and issues are to be directed to Ceridian via email at: leaveadmin@ceridian.com.

When should I submit my FML paperwork?

As soon as you know you have a need for an absence that may qualify under FMLA, you should start the paperwork and get it submitted to the ARC. We strongly urge you to submit your FMLA application as soon as possible but no later than 17 days from the date requested. Once you start the application process, we'll verify eligibility and then review everything your doctor submits to see if it meets the qualifying condition for FMLA.

Return to Work (RTW)

How much time do I have to submit my RTW/physician statement form?

As soon as your doctor reviews and completes the RTW form, it needs to be faxed to the ARC. The completed RTW form will need to be processed by the ARC prior to your return to work.

Why is my doctor the one who has to say whether I can return to work?

Your healthcare provider is in the best position to determine if you can perform the essential functions of your position, with or without an accommodation. By partnering with your doctor, you can ensure that he or she understands what you are required to do for your job, and that you are medically and safely able to return to work.

What if I see several doctors? Which one signs my RTW/physician statement form?

You should have the physician who is the most familiar with the condition that kept you off work complete the form.

How will I know my Return to Work form made it to the ARC?

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You can check the status of your leave on Jetnet by going to the Pay/Benefits Tab, then [Time Away from Work](#) page. The ARC uses a secure fax system and logs all incoming transmissions.

Please keep your fax transmittals and confirmation pages. ARC will send a message to your supervisor to let them know you are cleared to return to work. You may also contact your supervisor to let them know you have completed the RTW form.