Absence Management Services

When employees miss work, it challenges an employer’s bottom line in multiple ways. The costs can be direct, such as paying workers not at work and hiring temporary employees—or indirect, such as reduced productivity and decreased morale. The Prudential Insurance Company of America (Prudential) offers industry-leading absence management services to help control costs, ease your administrative burden, mitigate risk of penalties or litigation, and improve staffing decisions. If you are ready for solutions that address your real challenges, Prudential is ready to deliver results.

Personalized Support—Every Step of the Way

With Prudential’s industry-leading Absence Management Services, your employees receive personalized support throughout the entire process. They can easily report an absence by calling a dedicated, toll-free number and speaking with one of our trained absence professionals or by logging in to our website.

Our competent and compassionate intake staff will take time to educate your employees, providing clear explanations of next steps and informing them of their responsibilities. This way, there are no surprises for your employees later on, and the amount of time and frustration involved is greatly reduced. To drive positive outcomes, we validate, track, and report on each employee’s return-to-work (RTW) status in real time prior to and on the date of expected RTW.

Employees can check the status of an absence 24/7 via our self-service web portal, My PRU Benefits, and our Interactive Voice Response (IVR) system. Our dedicated absence professionals are also available throughout the employee’s absence to assist with questions.

Choice of Services and Features

Prudential’s portfolio of Absence Management Services and Disability products gives you a single, seamless solution to help you manage various types of absences. All you need to provide is an eligibility file and a current copy of your absence policy, and we do the rest.

Choice of Product Features

- **Basic Services:** Federal and state Family Medical Leave (FML), and consultative review of absence policies
- **Additional Services:** Company leaves, Jury Duty, Military Leave, and Bereavement Leave

Among the program features we offer are convenient intake options via the web or telephone (24/7 live telephonic intake available upon request), referrals to an employee assistance program (EAP) vendor, and absence notification to employee, supervisor, or HR.
Making Absence Management Manageable for You and Your HR Staff

Prudential’s Absence Management Services have been developed to help ensure you always have the right information at the right time. We provide real-time integrated reporting backed by industry-leading technology, to help you effectively manage staffing and maintain productivity. And you can rest easy knowing that our proprietary absence management system is making sure your company is compliant with all applicable federal and state regulations.

Consistent, Compliant, and Tailored Absence Administration

Prudential’s proprietary absence management system stores federal and state leave laws, as well as your company’s specific leave policies. We proactively update the system to ensure it reflects the most current laws and policy changes, helping to reduce exposure to possible penalties and litigation.

The sophisticated rules engine:

- Determines employee eligibility for leave
- Automatically schedules employee follow-up calls
- Identifies all available benefits
- Calculates employees’ use of and available leave time
- Determines medical certification requirements
- Automatically sends the required employee and employer communications

Prudential’s skilled absence professionals will answer employees’ questions, track leaves, process the required paperwork, ensure appropriate documentation, and more. If Prudential also manages your short-term disability plan, the programs are integrated and absences will be administered concurrently with a return-to-work focus. Prudential will recommend ways to ensure that employees who are on leave are only absent for appropriate durations, working within current statutory options and available benefits to avoid stacking time off. We can also develop and maintain customized company information, which prompts our absence professionals to notify your employees of specific messages or refer them to employee assistance programs or workers’ compensation.

In-Depth Reporting Backed by Leading-Edge Technology

To help you make timely staffing decisions, you will receive email notifications that contain a link to information on each employee’s absence, copies of communications to employees, and other details. You’ll also have 24/7 access to integrated leave and disability reports that are designed to meet your specific needs. Reports will be customized and available to the appropriate company representatives to ensure easy access to information on employees who are out on leave.

1 June 2010 Mercer Survey.

Disability Insurance coverages are issued by The Prudential Insurance Company of America, 751 Broad Street, Newark, NJ 07102. The Booklet-Certificate contains all details, including any policy exclusions, limitations, and restrictions, which may apply. Contract Series: 83500

This policy provides disability income insurance only. It does NOT provide basic hospital, basic medical or major medical insurance as defined by the New York Department of Financial Services.


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