

Changes to Absence Reporting



Beginning in January 2017, employees will be directed to Aetna’s automated call system or a new web portal instead of speaking to a live representative to report their absences.

Why Change:

- Efficient self-service options for our employees
- Less opportunity for errors
- Refreshed web portal with new and easier ways to report, view and manage absences

| | What Happens Today | What Happens in January |
|--|--|--|
| Call-In Process | When you call Aetna at 800-520-4536 to report an absence, you are always connected to a Customer Care Representative. | When you call Aetna at 800-520-4536 to report an absence, you will be directed to their automated call system. |
| Online Reporting | The current URL for accessing Aetna is www.aetnadisability.com | The new URL is https://absence.aetna.com . This portal will have a new look and feel, and can be accessed from your mobile phone, tablet or computer. |
| Online Registration & Login | If you are a new user you will need to register by clicking ‘Register Now’ on the login screen. A Portal User Guide – Registration Process document is posted on HApeople under <i>Human Resources > Absence Management</i> if you have questions on how to register. | If you already have an Aetna account, you can log in using your current User Name and Password. If you do not have an account, follow the current Registration & Login process as it will remain the same. |
| FAQs | Once you log in, click on the ‘Frequently Asked Questions’ link on the home page of the portal. | Once you log in, click on ‘Help’ in the top right-hand corner of the home page, then click on a topic for more information. In addition, a PDF of the FAQs will also be posted on HApeople under Human Resources > Absence Management. |

Human Resources Absence Management Department may be reached during normal business hours, Monday-Friday from 8am to 5pm HST at 808-564-7444 or by email at LOA@hawaiianair.com



Aetna Automated Call System Quick Reference

To report an absence, call Aetna at 800-520-4536

Enter your Employee ID # without the leading zeros (ex: 000123 = 123)
Press 1 if correct, 2 if incorrect
 Enter your date of birth in the specified format (ex: January 25, 1980 = 01251980)
Press 1 if correct, 2 if incorrect
 Confirm the name associated with the information you entered
Press 1 if correct, 2 if incorrect

What would you like to do?

SICK CALL
Press 1

- * Enter first date of absence
- * Press 1 if correct, 2 if incorrect
- * Enter return to work date
- * Press 1 if correct, 2 if incorrect
- * Record your confirmation number

Note:
FLIGHT CREW will not be asked to enter a return to work date, but will be reminded to call in well

WELL CALL
Press 2

FLIGHT CREW ONLY

- * Enter return to work date
- * Press 1 if correct, 2 if incorrect
- * Record your confirmation number

ADD DAYS TO FMLA
Press 3

- * Select claim (if >1)
- * Enter first date absent
- * Press 1 if correct, 2 if incorrect
- * Enter start time
- * Press 1 for AM; 2 for PM
- * Press 1 if correct, 2 if incorrect
- * Enter date of last shift before you return to work
- * Press 1 if correct, 2 if incorrect
- * Enter end time of shift
- * Press 1 for AM; 2 for PM
- * Press 1 if correct, 2 if incorrect
- * Record confirmation number

OPEN NEW FMLA
Press 4

- * You will be routed to a Customer Care Representative (CCR) to initiate your new FMLA claim during normal Aetna business hours (2am-2pm HST)
- * During off hours, please initiate your claim online

REPLAY MESSAGE
Press 5

- * Listen to replay of menu options

INFORMATION YOU WILL NEED

- * Employee ID #
- * Date of birth
- * FMLA claim number (if you have multiple claims open)
- * Start date/time of absence
- * Return to work date (Sick)
- * End date/time of absence (FMLA)

HELPFUL TIPS

- ✓ **It's faster and easier to report your absence online using your computer, tablet or mobile phone!** Go to: <https://absence.aetna.com>
- ✓ **Call out policies still apply!** Make sure that you are following your department's protocols
- ✓ **Document the confirmation number provided** to verify that your transaction has been recorded

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