# Customer Care Procedures for Reporting Absences

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**Description:** Provides the procedure for reporting absenteeism within Customer Care.

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| General Information |

As colleagues, we make a commitment to providing excellent service to our members. To meet this commitment, all colleagues are expected to maintain a satisfactory record of attendance and punctuality as outlined in the Attendance Policy.

It seems obvious, but an essential part of your role is coming to work when you are scheduled to work, arriving on time, and working your entire scheduled shift.

Your colleagues and our members need to be able to count on you, every day you are scheduled to work. Excessive absenteeism and tardiness seriously affect the costs and efficiency of operations, places an additional burden on colleagues who are in attendance, and ultimately affects our ability to provide excellent service to our members.

* Colleagues will receive .25 (1/4) UA for tardiness or early exits ranging from >6 minutes to 25% of their respective shift.

**Note:** This equates to .25 for >6 minutes – 2 hours for a standard 8-hour shift.

* Colleagues will receive .5 (1/2) UA for tardiness or early exits ranging from 26% - 50% of their respective shifts and a full UA for tardiness or early exits greater than 50% of their respective shifts.

**Note:** This equates to .5 for >2 hours - 4 hours for a standard 8-hour shift.

 All reported absences will follow the current paid process of using all FHOL and PTO balances before going unpaid.

 Employees with state or county-mandated Paid Sick Time (PST) will be able to use the EEM-Self Serve option without needing to call the attendance line.

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| Properly Reporting Absences, Early Leave or Late Arrival |

* You are expected to report your absence from work unless the time off is a continuous leave of absence which has been approved by the Leave of Absence Department.
* If you are on an approved leave of absence, including Workers’ Compensation, Family Medical Leave, or other Company Policy Leave, you must notify your supervisor/manager prior to returning from leave and provide the proper “return to work” documentation.
* NICE EEM is the preferred method to report absences. If EEM is unavailable, call the Attendance Line.

When you anticipate being absent or late to work, perform the following:

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| **Step** | **Action** |
| **1** | Utilize **one** of the following reporting methods:   * + **NICE Employee Engagement Manager (EEM) (preferred):** Refer to [Using NICE Employee Engagement Manager (EEM) on Mobile Device (057038)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=911636f3-3425-4cad-89d1-f681eea7acb7) or [Using NICE Employee Engagement Manager (EEM) on the Web (057039)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a51d3-5432-4398-b3bc-4dba4ae7dda8).   + **Calling the attendance line:** Refer to [Calling the Attendance Line](#_Calling_the_Attendance). * If your absence is related to an intermittent Leave of Absence (LOA), report that to the LOA Department as well.   Emails and text messages directly to your reporting Supervisors are not a substitute for the above reporting methods.  If you are reporting a catastrophic weather-related absence, utilize the [Attendance Line](#_Calling_the_Attendance). |

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| Calling the Attendance Line |

To report an absence, early leave, or late arrival to the time and attendance team, you may contact the attendance line by phone call.

**Reminders:**

* Ensure the Time and Attendance Team can understand your message on the attendance line. Call from a quiet environment, if possible. Speak clearly and slowly.
* If you have a unique last name, spell it out slowly.
* If you are sick, and it’s hard to speak, utilize one of the other methods.
* Call for each day (on the day) that you will be out of the office, following the parameters of your department.

**Note:** When calling out to leave early, please be sure you are clocked off before notifying the attendance line.

Perform the following:

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| **Step** | **Action** | | |
| **1** | Access your telephone keypad on a cell phone or home line used to make outbound phone calls and dial the phone number based on the business that you support: | | |
| **Site/Line of Business** | **Phone number** | **Prompt Option** |
| Clinical Care Services | 877-677-7425 | 4 |
| Customer Care | 800-838-5660 | N/A |
| **2** | Wait for the tone and leave a message including:   * First and Last name * Employee ID # * Supervisor’s name * Scheduled Shift for today * Attendance Type:   + Absent full day   + Late Arrival   + Early Leave   **State Mandate Sick Employees:** Indicate if your absence will be applied towards the Paid Sick Time Law.  Speak clearly and slowly to be sure the message is recorded entirely, and the absence can be recorded correctly.  Indicate if your absence is due to a catastrophic weather-related event. | | |
| **3** | Hang up. | | |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:** [DOC-051628 CVS Health Attendance Policy](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628)

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