

Frequently Asked Questions about Absence Management System (AMS)

1. How do I access the AMS?

Go to mylacountybenefits.com. Go to the lower right corner and click on the Absence Management hyperlink. That will take you to the AMS log in screen. Your user name is rtw + 2 letter department code + last name. For example, if your name is John Smith and you work in Human Resources, your user name is rtwhmsmith. Your initial password was set to: password.

2. Can the AMS be accessed outside of the office?

Yes, the AMS is web deployed and can be accessed from any computer.

3. What is the purpose of the AMS?

In order to effectively return employees to work, AMS is used to track and better manage employees on leave of absence, including FMLA/CFRA, PDL, workers compensation and 4850 leaves, and extended leaves due to medical leave of absence and military leave. The County's commitment is to achieve full compliance with Federal and State leave laws.

4. How do I delete a leave in AMS?

You cannot delete a leave in AMS. You can only cancel a leave. See pages 62-63 in the LeaveLink User Guide on how to cancel a leave.

5. If I can't find answers to questions I have about how to enter leaves, modify leaves, or close leaves in the LeaveLink User Guide, who should I contact?

Send an email with a description of your issue, the employee's name and ID number and/or leave number, and your contact information to amssupport@hr.lacounty.gov.

6. I received an email from AMS on 7/11/12 regarding an employee's failure to return to work. Employee's estimated return to work date was 7/17/12. Why was an email sent before the estimated return to work date?

The Expected Return to Work (RTW) email is sent five days in advance of scheduled return to work date to alert the AMS user to prepare for employee's return to work.



7. I received an email regarding an employee's failure to return to work. The employee is off work for another 12 months.

The email is generated when the medical certification date has passed, there is no recertification record entered for the existing leave, and/or there is no confirmed RTW date entered in the system.

8. I have an employee who was approved for Spouse's Serious Health Condition. The spouse passed away during the employee's approved leave. Am I required to change the leave type as the employee no longer qualifies for the original leave, or let the leave stay as is?

Yes, close the FMLA/CFRA leave by using the date the spouse passed away.

9. I have an employee who was not eligible for FMLA/CFRA for a second 12-month period after the first period ended. AMS is showing the employee has less than 1,250 hours, but the FMLA/CFRA notice states the employee is eligible for FMLA/CFRA.

The system does not automatically reevaluate eligibility when the 12-month period starts again. If FMLA was used during the previous 12 months, you must close FMLA leave when the 480 hours are exhausted or when FMLA leave has been open for 12 months. Then, a new leave can be opened which will go through the eligibility review process.

10. What is the task list?

The system generates a list of items that need to be completed, such as follow up on a medical certification, print and mail correspondence, or expired return to work date. See pages 11-12 in the LeaveLink User Guide for a list of tasks. Your tasks will continue to appear until action is taken. These tasks should be done on a daily basis.

11. I am trying to extend a leave by extending the medical certification, but the leave is not being extended. What should I do?

Extending a medical certification is a two-step process. Extend the medical certification in the "certification" tab. Then, extend the leave in the "Modify" screen or vice versa.



12. I have an employee who has a chronic health condition (asthma, diabetes, etc.) and will be absent intermittently. Employer does not know the absence dates. How do I enter the leave?

Create a new intermittent leave (see page 29 of the LeaveLink User Guide), and then enter an absence with the start date of the leave, with time of a minute after the start time. The minute will not be counted towards any leave policy. For example: 8:00 AM to 8:01 AM

13. How do I modify a letter template?

You cannot modify a letter template. If needed, you can include an attachment with the letter with additional information.

14. What if the physician's name does not appear on the list?

Before adding a new physician, be sure to thoroughly search for the physician so that numerous duplications do not occur. If you still cannot locate the physician, see pages 52-53 in the LeaveLink User Guide to add a new physician.

15. When do I deny a leave?

You can deny a leave for the following reasons: 1) an employee is not eligible for any leave policy; 2) you select "Health Care Provider" (HCP) did not certify a serious health condition"; 3) medical certification is incomplete; 4) employee exhausted all leave entitlement; or 5) employee did not notify you of a need for leave in a timely manner. Please note that if you select "other" as a reason for leave, the leave will automatically be denied.

16. How do I change the delivery date for a pregnancy leave?

Click on the leave number in the leave summary of the employee profile screen. Click "modify" on the absence tab and select "change the delivery date for this leave" option. See pages 69-70 in the LeaveLink User Guide.

17. If I add or cancel absences, do I need to recalculate leave entitlement?

Yes, click on "modify" on the absences tab. See pages 70-72 in the LeaveLink User Guide.



18. If an employee returns to work on a conditional assignment or work hardening assignment, do I need to close the leave?

Yes, close the leave with the return to work date. Then enter a new leave under leave reason “conditional assignment” or “work hardening assignment.”

19. Can I generate a FMLA/CFRA or PDL eligibility notice in the “Inquiry” screen?

No. The “Inquiry” screen serves as an informal request to check if an employee is eligible for FMLA/CFRA or PDL today based on the worked hours that are in the system today. To generate an eligibility notice, a new leave has to be recorded.

20. What is a Personal Protected Leave?

A Personal Protected Leave is for domestic violence victims as allowed under California law. The leave could be used to seek medical attention for injuries; obtain legal assistance or remedies, and attend group support or therapy among other related activities held during working hours.