



CIGNA FMLA Internet Solution – Manager Instructions Accessing the iAM Self-Service Application

IMPORTANT NOTICE

CIGNA's iAM Self-Service Applications offers many capabilities to Managers. However, since HFHS has outsourced this function to CIGNA, the capabilities of the system that Managers should use are the VIEW ONLY, report Intermittent Leave time and run leave reports for their direct reports.

Please do not enter employee leave information or change any leave data on CIGNA's online system. This data is captured on an eligibility file HFHS sends to CIGNA bi-weekly and updated by CIGNA at the time employees call 1.842.4462.888 to file their FMLA and non-FMLA medical leaves.

REGISTRATION:

1. As a manager, how can I access the iAM Self-Service Application for FMLA?

There are two ways to access the site:

- (1.) You can go to <https://henryfordhealth.iamservice.com> or
- (2.) HR Connect/Work Life Balance/Leave of Absence/Cigna Manager Self Service

2. What information do I need in order to register for access?

In order to access the system for the first time, you will need to register. There are three data elements required:

- (1.) Your HFHS system provided email address
- (2.) Your date of birth and
- (3.) Your home zip code.

The three data elements must match the information HFHS has provided on the eligibility file to CIGNA.

3. What if I experience a problem with registering?

You should contact CIGNA's Customer Support Center at 1.800.794.4954 and report the issue.

4. What if I forget my USER ID or Password? What if I want to change my password?

If you forget your User ID, click on the "Forgot your User ID" link. This will take you to a screen to re-enter your initial registration information and provide you the User ID.

If you forget your Password, click on the "Forgot your Password" link and re-enter the registration information. This will generate an email to the address on file with a time sensitive link allowing you to reset your password. You may change your password at any time by clicking on the Settings and Preferences link and selecting "Change Password."

Please Note: As a security precaution, passwords will expire and you will be required to establish a new password every 90 days. You will receive a warning upon log-in that your password is scheduled to expire. When the password has expired, you will be notified that your account is locked and you will be sent an email with a link to re-set your password.



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NAVIGATION:

1. How can I search for an employee?

To find an employee that reports to you, click on the EMPLOYEE Tab to access the Employee Search page, which contains the “Find an Employee” search bar. You can enter the employee’s six digit employee ID Number, their first or last name, or email address, in the Find Search Box and click the “Go” button. The search will display the employee or employees that most closely match the information entered in the search box.

If the employee search box is left blank and you select “Go”, the system will return a list of all employees that are on leave and report to you.

2. How do I search for a different employee after already making a selection?

Click on the Select a Different Employee link which will return you to the “Find an Employee Search Bar.” You can also click on the Employees tab at any time to return to the main employee search screen.

3. How do I access/open an employee’s leave record?

If the employee has any leaves in the system, they will be displayed on the employee’s home page. Leaves will be displayed as either Open, Closed or Incomplete depending upon the current status. All types of leaves can be opened to view the detailed information by clicking on the Leave ID number highlighted in blue.

4. What actions can I perform if the employee has an Open leave in the system?

As a manager, you can view the leave information to determine current leave status and/or the status of individual leave plans, as well as view key leave dates and time used and available. **Do not make any changes to the data you view online.** If the leave should be changed for any reason, please contact the CIGNA Leave Solutions Service Center at 1.888.842.4462.

5. What actions can I perform if the employee has a Closed leave in the system?

For closed leaves, you can view the historical leave information but will not be able to make any changes to the leave. If the leave should be changed or re-opened for any reason, please contact the CIGNA Leave Solutions Service Center at 1.888.842.4462.

6. How can I get additional information on the navigation and reporting process?

A CIGNA Leave Solutions iAm Self-Service User Guide for Managers and Reporting Guides are available online by clicking on the Site Help tab. You can download these user guides. **Please Note:** HFHS does not enter our leaves directly to CIGNA’s system. HFHS provides CIGNA with a bi-weekly file of our employee data. The User Guide for Managers is focused on employer groups that enter this information directly to CIGNA’s system.



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REPORTING INTERMITTENT LEAVE TIME ONLINE:

1. How can I submit intermittent leave time for my employee?

There are two ways to submit intermittent leave time – online or by fax.

To submit intermittent leave time online you can:

- Follow the log in procedures outline on page 1
- Select the employee
- Select the approved intermittent leave on the leave of absence page
- Enter a date in the “Date of requested time off” drop-down menu
- Click on New Time Off Request
- Enter the number of hours used
- Designate the time as either Office Visit (Treatment) or Incapacity/Unspecified
- You can enter comments you feel may be helpful to the Leave Manager to clarify the time off request
- Click on Submit
- Continue the same process for multiple time off requests

After clicking the Submit button, you will return to the Employee Home page and will see a message that states your time off request has been received.

To submit intermittent leave time by fax you can:

- Click on HR Connect/Work Life/Leave of Absence/Manager Intermittent Time Tracking Form
- Complete the form
- Fax to CIGNA at 1.866.931.5095

2. Who should I contact if I have any questions?

You should contact:

- CIGNA’s Customer Support at 1.800.794.4954 for iAm Self-Service system issues
- CIGNA Leave Solutions at 1.888.842.4462 for FMLA/non-FMLA questions. If your question is pertaining to a specific employee, you should have the CIGNA leave manager’s name and number on communications you received directly from CIGNA.
- Employee Services at 313.874.7100 for PeopleSoft data concerns or HFHS leave policy questions.
- HFHS Disability Management at 313.874.4638 to speak directly with an HFHS Disability representative.