

You're Taking a Leave of Absence



What you need to know

Disability Claim Filing Journey

To ensure claim accuracy and avoid unnecessary denials, Sparrow will file your claim after the start of your leave, and once the required paperwork has been received. Your Leave Specialist will follow up with the next steps for your unique leave of absence. Action items required before filing may include the following:

- ✓ Proof of Relationship Documentation (Parental Leaves)
- ✓ Completed Claim Form via DocuSign (by both Employee and HR)
- ✓ State Portal Access

Claim Processing Takes Time

Claim processing times vary and can take anywhere from 4-6 weeks after your medical provider completes their portion of your disability claim form. Once approved, it may take 2 additional weeks for your initial payment to arrive.

Benefit Payments and Dates Vary

Your Sparrow payroll plan estimates your third party benefit using your employer's pay period (which may be weekly, bi-weekly, or semi-monthly). States and disability carriers pay on their own schedule so the amounts and dates will likely not align with your employer's pay periods. Please rest assured that Sparrow validates the total payments over the life of your leave.

Sometimes Claims are Denied

Sometimes claims are denied. This may happen because physical mail was lost, the requested information was not submitted in a timely manner, or the state or carrier disagreed with your provider's recommendation. Please know that Sparrow will help you submit your appeal where possible.

Help Sparrow Help You

As you are the claimant, the state and disability carrier will call and send mail to you, not Sparrow. To prevent denials and ensure you are paid correctly, please inform Sparrow when you receive communication from your state or private disability carrier.

Payroll Adjustments are Common

If your approved benefit amounts and claim dates differ from the estimates, your employer may need to adjust your payment amount while you're on leave to account for an over or under payment. Common causes include leave dates changing, the state using your historical income, or your healthcare provider certifying claim dates that do not match the dates you submitted. Sparrow will work with you and your employer to ensure you are ultimately paid the correct amount during your leave.

Communicating with your Leave Specialist

While you're on leave, your dedicated Sparrow Leave Specialist will primarily communicate with you via email. Because leave policies can be complex across federal, state, and employer levels, we carefully review each inquiry to provide accurate, personalized guidance. You can expect a response to your inquiries within two business days. This ensures you are receiving the reliable support you deserve throughout your leave. Additionally, our team uses a call scheduling system, allowing us to prepare in advance and offer personalized, well-informed support during each conversation.

Your Leave Specialist will share their unique link for your intake call once your initial leave details are gathered. Please reach out to concierge@trysparrow.com with any questions.