

Leave of Absence & Vendor Transition FAQs

Note: AbsenceOne online site and phone number will not be active until 7/01/2025.

Leave of Absence Program

- **What is changing?**
Beginning July 1, 2025, AbsenceOne will administer Amgen's Leave of Absence and Disability programs.
- **Will there be changes to the leave benefits on July 1, 2025?**
There will be no changes to the leave benefits. You can access Amgen's leave programs, policies, and resources [here](#).
- **How will claims be managed?**
 - The current vendor, Reliance Matrix, will continue to manage Short-Term Disability (STD), Long-Term Disability (LTD), and Medical Leave for staff members who are currently on leave until their return-to-work date.
 - Effective July 1, 2025, AbsenceOne will manage all new STD, FMLA, Military, State Leaves, Amgen specific (non-FMLA/Non-STD medical) leaves, and Long-Term Disability.
- **How do I file a claim?**
Filing a claim prior to or on June 30, 2025: Initiate claim with Reliance Matrix by calling 877-202-0055 or on the [Reliance Matrix website](#).
Filing a claim after July 1, 2025: Initiate claim with AbsenceOne by calling 888-550-1449, or on the [AbsenceOne website](#).
- **How will my leave be transitioned to AbsenceOne?**
Reliance Matrix will transition your FMLA, Military or Parental Leave claim to AbsenceOne. You will receive a letter from AbsenceOne with your new claim examiner contact information.
- **Is AbsenceOne open during Amgen's summer shut down (6/30 – 7/04)?**
Yes, but will observe the holiday on July 4, 2025.

Parental Leave

- **I will be on a Medical Leave after July 1, 2025, and then want to begin Parental Leave (baby bonding). Who will manage my claims?**
Reliance Matrix will continue to manage your Medical Leave until the completion of that leave. After your Medical Leave (pregnancy claim) ends, you will need to contact AbsenceOne to initiate your Parental Leave.

- **For unused Parental Leave time, what happens to my remaining balance?**
Reliance Matrix will transition any remaining balance to AbsenceOne.

Medical Leave

- **I will begin a Medical Leave after July 1, 2025, how can I initiate my claim?**
On July 1, 2025, or after, you may initiate a claim with AbsenceOne by calling 888-550-1449, or on the [AbsenceOne website](#).

Compensation

- **If I am on leave at the time of transition, will my pay be impacted?**
No, there should be no disruption in pay, if you are approved for leave pay.
- **If I took a leave in 2025, how many tax reporting documents (W2/1099) should I expect in 2026?**
If you took a leave that requires tax reporting, you will receive the appropriate tax form from the leave administrator that managed your claim.

Post-Transition Access

- **Will I still have access to the Reliance Matrix systems?**
Yes, you will have access for the duration of your leave.

Roles and Responsibilities

- **What are the staff member's responsibilities?**
After July 1, 2025, report new leave requests related to staff member's own serious health condition, Parental Leave, Family Leave, Military Leave, etc., to AbsenceOne.
- **What are the manager's responsibilities?**
 - If you have a staff member currently on a Medical Leave with Reliance Matrix, existing paid Medical Leave (short-term disability claims) will remain with them. Reliance Matrix will continue to manage until they return-to-work. Any job protected FMLA/unpaid Medical Leaves will transfer to AbsenceOne.
 - Provide information if requested by Reliance Matrix or AbsenceOne.

Resources for more information

- **Amgen's Leave of Absence Benefits**
Amgen's [Leave of Absence](#) page provides a variety of information, policies, and helpful resources.
- **Additional questions**
Please reach out to HR Connect with questions by calling 1-805-447-1111 or via email at hrconnect@amgen.com.

- **Reliance Matrix**
Phone: 877-202-0055
[Reliance Matrix website.](#)
- **AbsenceOne**
Phone: 888-550-1449
[AbsenceOne website.](#)