



# Hourly associate guide to taking a medical leave of absence

*A quick reference tool to help you with the LOA process*

## 1 Requesting leave



### Contact Sedgwick

Request a leave online at [mySedgwick.com](https://mySedgwick.com) or by phone at [800-492-5678](tel:800-492-5678).

Information you will need:

- Walmart Identification Number (WIN)
- Three-week work schedule
- Last day worked
- Estimated return-to-work date
- Health care provider's address, phone, and fax number



### Review initial packet

You will receive an initial packet by mail or email. Review all the documents and information within the packet.

**Note:** If your leave is denied, please contact your manager immediately to discuss options.



### Complete release of information

Complete and return the release of information found in your initial packet to Sedgwick by fax to [859-264-4372](tel:859-264-4372), by email to [WalmartForms@Sedgwicksir.com](mailto:WalmartForms@Sedgwicksir.com), or upload to [mySedgwick.com](https://mySedgwick.com).



### Complete medical certification

Take the medical certification forms found in your initial packet to your health care provider to complete, or ask Sedgwick to send the forms for you. If Sedgwick sends them, contact your health care provider to confirm that they've received, completed, and returned them by the due date shown.



### Return documents

All documents must be completed and returned no later than the medical due date communicated by Sedgwick. This is either 20 days from the time your initial packet is sent or 20 days from your first date of absence, whichever is later. If additional time is needed to submit medical certification, contact Sedgwick prior to the medical certification due date. You can fax to [859-264-4372](tel:859-264-4372), email to [WalmartForms@Sedgwicksir.com](mailto:WalmartForms@Sedgwicksir.com), or upload to mySedgwick.

**It's important to return this information promptly!** Missing or delayed forms are the most common cause of denied leaves.



Stay up to date on your claim by **opting into text messaging** when you contact Sedgwick to request your leave.

## 2 During leave



### Track leave

Track your leave with mySedgwick, including your:

- Claim status (pending/approved/denied)
- Remaining balance for job-protected leave
- Reported missed days
- Reported return-to-work



### Get paid and keep your benefits while on leave

You can use available PTO/PPTO to get paid during your leave.

After 12 months of employment, **full-time hourly associates** may be eligible for short-term disability. Here's what to expect:

- You will receive 50% or 60% of your average weekly wage depending on if you elected the Enhanced STD for up to 25 weeks following the seven-calendar-day waiting period.
- Both taxes and your medical benefit premiums will be deducted from your short-term disability payments.

## 3 Returning from leave



### Confirm return date

Notify your manager before you plan to return. Sedgwick will contact you to confirm your return-to-work date prior to the end of your leave. Confirm that Sedgwick has your return-to-work date within four days of your actual return date to ensure you are re-activated timely.



### Complete return to work certification

At least three days prior to your return, fax or email the return-to-work certification form to Sedgwick. Also, on your first day back to work, provide the completed return-to-work certification to your facility.



### Do you have restrictions?

Work with Sedgwick and the Accommodations Service Center at [855-489-1600](tel:855-489-1600) to make necessary arrangements if you are returning to work with restrictions and need special accommodations.

## Sedgwick contact information

Online: [mySedgwick.com](https://mySedgwick.com)

Call: [800-492-5678](tel:800-492-5678)

Email: [WalmartForms@Sedgwicksir.com](mailto:WalmartForms@Sedgwicksir.com)

Fax: [859-264-4372](tel:859-264-4372)

Mailing Address:

P.O. Box 14028  
Lexington, KY 40512

## Absences due to your own health condition

Walmart offers company-provided basic short-term disability coverage to all **full-time hourly associates** after one year of service, except for associates who work in certain states where coverage is provided through state plans. If you are applying for a leave due to your own serious health condition and are eligible for Walmart short-term disability coverage, Sedgwick will advise you of benefits that may be available to you under short-term disability coverage.

### CA, CT, DC, HI, MA, NJ, NY, RI, or WA associates

If you work in HI, NJ, or NY and you're requesting a leave for your own health condition, Sedgwick will collect your leave information and provide it to Lincoln Financial, which manages disability benefits for these states.

If you work in CA, CT, DC, MA, RI, or WA and you're requesting leave for your own health condition, Sedgwick will give you the contact information you'll need to file for state disability benefits directly with your state.

**Note:** For more information on how state-mandated benefits coordinate with Walmart benefits, visit the State and local leave section on the [LOA overview page](#).

## Absences due to intermittent leave

- Report each intermittent absence online through mySedgwick or by phone.
- Absences not reported to Sedgwick within two calendar days of the date of absence will not be approved and may result in disciplinary action.

## Leave extensions

- Sedgwick will reach out to you seven days prior to your anticipated return-to-work date to confirm you are returning as planned.
- If you need to extend your leave of absence, notify Sedgwick before the end of your current leave to request an extension.
- Provide additional documentation, as requested, within 20 days. Failure to do so may result in delay or denial of your leave or leave extension.

## For more information

Refer to [one.walmart.com/LOA](https://one.walmart.com/LOA) for detailed instructions and information about the LOA process.

**Field Logistic and Home Office Associates:** You must call your manager for each absence while your leave request is pending.