

Paid STD Leave FAQs

When will I be contacted by a Disability Claim Manager? After you have submitted your claim on the web portal or over the telephone, your claim will be assigned to a Claim Manager within 1 business day. You should expect to hear from your Claim Manager within 2 business days of submission.

Once I submit my paid STD Leave application, how long will it take to get a decision? Once a complete application for paid STD leave is submitted, a Disability Claim Manager will review the claim and issue a decision within 5 – 7 business days. In most cases, the decision is issued much quicker. If a delay in a decision is necessary due to an incomplete submission, the Disability Claim Manager will alert you and provide guidance on what information remains outstanding.

How and when will I be paid? Paid STD is provided through Microsoft payroll on your regular pay cycle. Due to payroll cut off dates, approved paid STD benefits may be delayed by one pay cycle.

Who pays State leave benefits? Leave taken under Microsoft's Short Term Disability policy is counted as (that is, runs concurrently with) leave under state paid family and medical leave laws. For Washington residents, the Washington Paid Medical Leave (PML) benefit is included in your paid STD benefit. Likewise, paid medical leave benefit entitlements for New York, New Jersey, Hawaii, and the District of Columbia are included within the paid STD benefit. For all other states, Prudential will provide guidance on submission requirements, if applicable. For additional information, see [Microsoft's state notices](#).

Will State leave benefits be paid on a separate check? Any State benefits administered by Microsoft will be included within the paid STD benefit and do not appear separately.

How often will medical records be needed to support my paid STD benefit? Medical records or forms may be required during the course of your STD claim to support ongoing impairment. Prudential will request records and forms on your behalf. The Disability Claim Manager will alert you to the information needed, from whom, and by what date. During the first 12 weeks of your paid STD leave, a certification form from your provider is usually the only requirement. After 12 weeks, more detailed information may be necessary.

How do I report my return to work? You should notify your Disability Claim Manager of your return to work date or any changes to the date. The Disability Claim Manager will communicate the date to Microsoft. If you require accommodations for your return to work, you should notify both the Disability Claim Manager and your Benefits Business Partner.

What is a Control Number? The control number is a unique 5-digit number assigned to Microsoft. This number is 43394 and is required to set up your access to the Web Portal. The control number will be on all correspondence you receive from Prudential.

Will I have both a Benefits Business Partner from Microsoft as well as a Claims Manager from Prudential for the management of my paid STD leave?

For paid STD leave, your Prudential Disability Claims Manager will be your main point of contact throughout your paid leave. However, you will still have a Microsoft Benefits Business Partner point of contact.

How do I submit my paid STD application to Prudential?

To apply for a paid leave of absence, visit benefits.me.microsoft.com, go to Work & Life > Time Off, and click Leave of Absence Tool. Review the email notification you receive from LOAdmin@microsoft.com for instructions prior to contacting Prudential. Call Prudential at 1-877-673-8562 and provide the information required to begin the review process.

How do I contact my Prudential Claims Manager (DCM) to discuss my paid STD leave status?

You may contact Prudential at 1-877-673-8562 (MSFTLOA) to receive a status update. Once a Disability Claim Manager has been assigned to your claim, you will be provided with their extension. Outside of business hours, you may speak with a customer service representative or use the automated system to get status updates. Your assigned Disability Claim Manager will also provide their email address for ease of access.

Can I request to use my HHTO, accrued vacation time or floating holidays while on unpaid STD or in lieu of STD pay?

Yes. However, any HHTO, vacation time (hourly/non-exempt employees only) or floating holidays (hourly/non-exempt employees only) that is substituted for STD leave will (i) run concurrently with short term disability leave, (ii) are treated as substitutions for all or part of an STD leave, not as additions or augmentation to STD leave or STD pay, and (iii) will not extend the total amount of STD leave available. Please contact your Benefits Business Partner to request the use of your available time away options while on leave. DTO may not be used to compensate salaried employees for unpaid leaves of absence.

If my STD leave spans from one calendar year to the next, will I receive 80 hours of HHTO at the start of the new calendar year, and can they be used during my STD leave?

If your leave carries over into the new calendar year, you may elect to use your new allotment of 80 hours of HHTO in lieu of receiving short term disability pay, if applicable. Any HHTO that is substituted for STD leave will run concurrently with short term disability leave. HHTO is treated as substitutions for all or part of an STD leave, not as additions or augmentation to STD leave or STD pay and using HHTO will not extend the total amount of STD leave available. Please contact your Benefits Business Partner to request the use of HHTO while on leave.

If my STD leave spans from one calendar year to the next, will I receive the 80 hours of sick leave at the start of the new calendar year and can they be used during my STD leave?

If your leave carries over into the new calendar year, you may elect to use your new 80 hours of sick leave in lieu of receiving short term disability pay, if applicable. Any sick leave that is substituted for STD leave will run concurrently with short term disability leave. Sick leave is treated as substitutions for all or part of an STD leave, not as additions or augmentation to STD leave or STD pay and using sick leave will not extend the total amount of STD leave available. Please contact your Benefits Business Partner to request the use of sick time while on leave.

What happens if I return to work and need to go out of work again for the same or related condition?

A subsequent leave for the same, related, or concurrent condition taken within 12 months following return to active employment from STD leave will be considered an extension of the original STD leave. A condition will be considered “related” or “concurrent” if (a) it in whole or part arose from, was triggered by, or gave rise to the condition(s) for which the original STD leave was taken, or (b) the employee received treatment or medical consultation for the secondary condition while on the original STD leave. Microsoft and/or Prudential will determine in its sole discretion whether a condition meets this definition of “related” or “concurrent.” Subsequent leaves—whether for the same or a different condition—are subject to the eligibility requirements described above. If determined the conditions are “related” or “concurrent”, you will continue on the original STD leave and a new STD leave will not be opened for the secondary condition.

How long must I be out of work before I am eligible for paid Short Term Disability (STD) leave?

You are eligible to apply for paid STD on or after your date of hire and after you have met 8 hours of continuous leave in one week. This may be satisfied with an absence of one full day, or across two days within the same week provided the work hours are continuous. As an example, missing work due to a sickness or illness from 1 PM – 5PM on Tuesday and 8 AM – 12 PM on Wednesday is considered continuous provided your working hours are 8 AM – 5 PM.

Am I eligible for paid Short Term Disability (STD) leave if I need to miss work occasionally due to an illness or sickness?

If your medical condition allows you to continue working a partial (reduced or intermittent) work schedule, and you apply for a partial STD leave, you will need to be off work for 8 continuous hours in one week to apply for paid STD. STD pay, if approved, will then begin on your first day of leave.

In such situations, job duties, work schedules, and pay will be determined on a case-by-case basis. In some circumstances, the company may choose to temporarily reassign the employee to an alternative position that better accommodates the intermittent or reduced schedule.