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Office of Human Resources Management



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Disability Leave (DL) Submission and Review Process

Departmental Risk Coordinator (DRC) Guidance

Step One – Execution of required DL Request Forms

Immediately upon notice that an employee has been involved in a departmental incident or accident, the DRC should advise the employee's supervisor to email them a copy of the First Report of Injury and the supervisor's accident investigation report that should have been completed within 72 hours of the workplace incident.

In addition, the DRC should request that the employee complete an incident/injury report and email this initial injury paperwork to the DRC.

Step Two –DL Eligibility and Notice Requirements

County Clinic DL assessment appointments should only be requested for employees who are eligible for DL for their reported workplace incident/injury/condition. As a result, prior to requesting a DL assessment, the DRC must preliminarily determine whether pursuant to [Personnel Law Section 16-224](#) and [Personnel Procedure 284, Section 9](#), the employee's workplace incident/injury is eligible for DL.

- 1) The DRC should ensure the employee's injury/illness was sustained directly in the performance of their assigned job duties in order to be eligible for DL; and
- 2) The DRC should ensure that the employee gave written notice of their injury or illness to their supervisor immediately when possible or, at the latest, within twenty-four (24) hours of the occurrence, unless extenuating circumstances exist. Please note that the same timely notice is required for recurrences and aggravations; and
- 3) The DRC should ensure that at the time of injury reporting, the employee advised the supervisor that they believed their injury/illness occurred directly in the performance of their duty.

If all DL eligibility requirements have not been met, or if the employee does not elect to be reviewed by the County Clinic for DL purposes, the DRC should notify employee in writing that they are not eligible for DL and include the justification for the denial.



The DRC should keep a copy of the employee's denial letter, along with all injury-related correspondence, in their departmental risk records. The DRC should also email a copy of the DL denial letter to OMS and the County's Third-Party Administrator for record-keeping purposes. Please note that the DRC should not complete the DL Checklist or send any injury paperwork to OMS for an employee whom the DRC has been preliminarily determined to be ineligible for DL.

However, if all three DL eligibility requirements have been met and if the employee is willing to be examined by the County Clinic for DL purposes, the DRC should complete and sign the DL Checklist and proceed to Step Three.

Step Three – DL Request Package Submission to OMS

For any employee who timely reported that they sustained an injury/illness in the direct performance of their job duties, the DRC should send the following DL Request Packet to OMS for final DL eligibility review and County Clinic DL Assessment Authorization via disabilityleave@co.pg.md.us:

- 1) The completed but unsigned OMS Authorization form as a separate attachment; and,
- 2) The signed DL Checklist as a separate attachment; and,
- 3) If applicable, the most recently issued 2099 regarding the injury as a separate attachment; and,
- 4) All non-medical required injury paperwork, as a separate attachment. Please note that for employee confidentiality reasons, **no medicals should be maintained by the Agency/Department or sent to OMS.**

Step Four – DL Request Package Submission to the Clinic

After receiving a signed DL Authorization Form from OMS, the DRC should send the following to the County Onsite clinic via the pgcleave@concentra.com email:

- 1) The entire DL Request Packet; and,
- 2) Employee's position description as a separate attachment; and,
- 3) If applicable, any previously issued 2099s regarding the injury as a separate attachment; and,
- 4) Any supporting medical records that have not been previously sent as a separate attachment.

Step Five –Clinic Coordination and Employee Notice

Upon receipt of a DRC's complete DL Request Packet, the Clinic will contact the DRC with DL appointment options within 2 business days.

- 1) Once contacted by the Clinic with DL appointment options, the DRC should consult with the employee's supervisor to confirm employee's availability to attend the DL appointment. If the employee is not working due to the injury, the DRC should contact the employee directly to confirm employee's availability to attend the Clinic DL appointment.
- 2) Once confirmed, the DRC should advise Clinic of preferred appointment details.
- 3) After appointment details are finalized with the Clinic, the DRC should insert them on the signed DL Authorization form, re-save the DL Authorization form, and provide a copy to the employee. The DRC should also remind employee of the DL ineligibility consequence if, absent unforeseen emergency reasons, they fail to fully cooperate and attend their DL appointment and that they are required to provide the Clinic with all medical records related to any treatment they have received due to their injury, illness, or condition. The DRC should also inform employee that if their DL appointment needs to be re-scheduled, the employee must notify the DRC, not the Clinic.

Step Six –Rescheduling of Clinic DL Appointments and Employee Notice of Missed DL Appointment

When contacted by an employee who requests that their previously scheduled DL appointment be rescheduled, at the time of the request, the DRC should ensure that the employee's request is justified. Please note that DL Appointments should only be re-scheduled due to unforeseen emergency situations.

- If the DRC determines that the employee's rescheduling request is not justified, the DRC should immediately verbally notify the employee that they must attend their previously scheduled DL appointment and remind employee of the DL ineligibility consequence if they fail to fully cooperate and attend their DL appointment. In addition, the DRC should immediately memorialize this re-scheduling discussion in writing and send a copy to the employee.

- However, if the DRC determines that the employee's rescheduling request is justified, the DRC should proceed with the following procedure:
 - 1) The DRC should verbally notify the employee that they will contact the Clinic and follow-up with the employee regarding DL appointment reschedule options within the next 2 business days.
 - 2) Upon receipt of a DRC's DL Appointment Re-Scheduling Request email, the Clinic will contact the DRC with new DL appointment options within 2 business days.
 - 3) Once contacted by the Clinic with new DL appointment options, the DRC should consult with the employee's supervisor to confirm employee's availability to attend the DL appointment. If the employee is not working due to the injury, the DRC should contact the employee directly to confirm employee's availability to attend the new Clinic DL appointment.
 - 4) Once confirmed, the DRC should advise Clinic of preferred appointment details.
 - 5) After the re-scheduled appointment details are finalized with the Clinic, the DRC should complete and send employee a copy of the Missed DL Appointment Notification memo.
 - 6) Upon receipt of a Clinic's DL Appointment Missed notification email, the DRC should immediately contact the employee and inform employee that due to their missed appointment, their DL benefits have been suspended until they are examined by the Clinic and that written notification will be sent to them once new appointment details have been finalized with the Clinic.
 - 7) The DRC should then follow steps 3-5.

Step Seven –Await Clinic DL Designation Notice

After a DL examination is completed, the Clinic, to the extent possible, will make a DL determination within 1 business day, and email a copy of the employee's DL Status Report and Form 2099 that advises of their DL eligibility status, and if approved, the nature and duration of the DL that has been granted to the respective DRC, Finance/Payroll analyst, OMS, and the County's TPA.

Upon receipt of the DL Status Report and Form 2099 from the Clinic, the DRC is responsible for providing the employee with a copy of this report via email. These emails should be saved for appeal purposes.