

FMLA & Pandemic Leave Documents

Main Points

Beginning Friday, October 1st, the Absence & Return Center will not accept supporting documents, including the Health Care Provider Certification Form and Vaccine Card, through email for all ground-based and Management and Support Staff team members. Pilots and flight attendants will continue to follow their current process.

Using a camera-enabled device like an iPhone or Android, team members may upload their documents directly into their AbsenceTracker case in three easy steps!

1. Log into Jetnet > Team Member Services > Leaves & Returns > [Ground and LSS](#)
2. Find the appropriate open case.
3. Press the paperclip for upload options, including taking a photo.

[Click Here](#) for picture instructions on how to upload documents.

Documents emailed to arc.loa@aa.com will not be processed and will be deleted.

Document Submission Options

If a team member cannot upload their documents, the team member or their health care provider may fax documents to **(412) 324-3426** or mail them to **Absence & Return Center, 1 Skyview Drive, MD 8B201, Fort Worth, TX 76155.**

Please know, all pages of the health care provider certification form are barcoded and case-specific. **Faxing non-case-specific or old forms may result in the leave being delayed or denied.**

Additionally, vaccine cards should not be faxed and only uploaded into AbsenceTracker.

Talking Points

Why are we making this change?

- To protect the team member's health information and ensure compliance with our company's data privacy initiatives.
- Additionally, this allows our Case Managers to maximize their time where it is most impactful: reviewing and processing cases.

Can team members see the uploaded document after it has been uploaded or faxed?

- No. Uploaded or faxed document(s) are not viewable in AbsenceTracker once submitted to protect their personal health information.
- Team members will receive a confirmation email for each item uploaded.

Where can I go for additional information?

- Guides on how to navigate AbsenceTracker are posted in Jetnet > Team Member Services > [Leaves & Returns](#) > Additional Information