

Client FAQs

Introducing the New AbsenceResources Digital Experience

Q: Why is FMLASource changing to AbsenceResources?

A: The new name is part of a broader brand refresh for ComPsych intended to help create a better experience for our members. AbsenceResources reflects a more intuitive name to help better communicate how we help members, while updating our branding in AbsenceResources.com creates a more modern and approachable digital experience.

Q: How will employees know they're using the correct website?

A: There is currently an announcement alerting employees to the change in name and URL at the top of each employee's dashboard.

Q: Will there be additional messaging that calls attention to the updates for employees?

A: Yes. As of 10/16, employees will see a message on the web portal login screen saying "FMLASource is now AbsenceResources." If employees call in, our greeting message will say "Thank you for calling AbsenceResources, formerly FMLASource..."

Q: Will you communicate the change to employees who are out on leave?

A: Yes. An email notification announcing the change has gone out to employees who are either currently out on leave or have a future dated claim.

Q: Will the phone and fax numbers remain the same?

A: Yes, both will be unchanged.

Q: Will the www.fmlasource.com website still work?

A: Yes. The FMLASource website will continue to be active and automatically redirect to the new url www.AbsenceResources.com.

Q: Will employees need to download a new app?

A: No, employees will not need to download a new app. The next time employees open the app to login, they will be prompted to update the app with a pop-up that brings them to their corresponding app store. After the download is complete, the app's name will change to AbsenceNow and the new visuals will be present.

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Q: What if an employee submits paperwork with FMLASource branding?

A: We will continue to receive and process all forms of medical documentation.

Q: What if an email is sent to an fmlasource.com email address?

A: All inboxes will be maintained and emails to legacy addresses will still reach their intended destination. Email responses from AbsenceResources will originate from the new email address.

Q: Will I receive updates to my invoice, billing, tax ID?

A: No. Billing and invoicing will remain the same for the time being.

Q: Are there any new email domains that should be whitelisted?

A: Yes, we would recommend that you add @absenceresources.com to your company's whitelist to ensure our emails come through.

Q: If we have internal documents with FMLASource listed, should they be updated?

A: Yes, we recommend that you make these changes as soon as you are able. Updated communication materials will be available on the web portal as of 10/16 for you to access and circulate as needed. Also, all access points will continue to automatically redirect employees.