

12/22/2010

MEMORANDUM

Date: December 22, 2010

To: **All Frontier 13 and West Virginia Employees**

From: Brian Carlo, SVP Compensation, Benefits and Risk

Re: **Short-Term Disability and Family Medical Leave Act Management**

Effective January 1, 2011, the company's Short-Term Disability ("STD") and Family and Medical Leave Act ("FMLA") administration for all employees will be managed by Prudential. By utilizing Prudential's disability management services, Frontier will be able to partner with a premium company to continue to provide a single source for STD and FMLA management. Prudential's services include a streamlined claims intake system; medical case management, including direct communication with your physicians; coordination with the human resources and payroll departments; compliance with state and federal law; long-term disability; and social security disability coordination.

When do I need to call Prudential pertaining to my Short-Term Disability absence?

You should always call your supervisor on each day of your absence to report your need to be away from work due to illness or injury. In the event you are injured or ill and will be out of work for greater than three (3) continuous work days, you will also need to call Prudential. Representatives will be 24 hours a day to handle the processing of your claim. After you make the initial call, you may be contacted by a claims manager, who will discuss the claims process and answer any questions you have. Also, Prudential will contact your doctor to discuss and manage your claim.

In the event you are pre-scheduling surgery, please call Prudential in advance of your first day of disability to establish your claim. Prudential will also need to be notified to confirm your surgery was performed as scheduled. Failure to contact Prudential may result in delayed or suspended payment of your disability benefit.

When do I call Prudential for Family and Medical Leave Act absences?

If you have contacted Prudential for a Short-Term Disability claim that is greater than three (3) continuous work days, your FMLA claim will be submitted and managed simultaneously. If you are out of work due to a work related injury, you will also need to call Prudential for FMLA, and possible Long Term Disability benefits. If you have the need for intermittent FMLA, you will, in addition to notifying your supervisor, need to contact Prudential each time you require an

FMLA excused absence. This includes time off for any increment of absence including appointments, post-operative visits, etc.

Additionally, if you are incurring absences or attending appointments relative to a pending maternity leave, you will need to report the FMLA occurrences to Prudential.

Prudential can be reached 24 hours a day by calling toll free 855-387-4778 (855-FTR-4PRU)

If you have any questions, please contact, Amy Wren at 570-631-3033, Amber Thompson at 740-382-7037 or your local Human Resources Manager.