

Medical (Non-FMLA) FAQs

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What is the ADA?

The ADA is a federal law established for the purpose of protecting people with disabilities from discrimination in employment. The ADA prohibits discrimination in employment and requires employers to provide reasonable accommodations for associates with disabilities.

What is a reasonable accommodation?

A reasonable accommodation under the Americans with Disabilities Act (ADA) is a modification or adjustment of the work environment, or the manner or circumstances under which a job is customarily performed, that enables a qualified individual with a disability to perform the essential functions of the job.

What is not a reasonable accommodation?

The examples below are not considered forms of reasonable accommodations and therefore are not required by the ADA:

- Eliminating one or more essential functions from a job.
- Lowering standards of production, behavior, or attendance.
- Providing personal use items such as eyeglasses, hearing aids, a wheelchair, or other similar devices if they are also needed off the job.

How do I know if I qualify for an accommodation under the ADA?

You may qualify for an accommodation under the ADA if:

1. You have a physical or mental impairment that substantially limits one or more major life activities;
2. You have a record of a physical or mental impairment that substantially limits major life activities; or
3. You are regarded as having a physical or mental impairment that substantially limits one or more major life activities.

How do I know when to request an accommodation?

In general, you should request an accommodation when you know there is a workplace barrier that is preventing you, due to a disability, from competing for a job, performing essential job functions, or gaining access to a benefit of employment. As a practical matter, it is better to request an accommodation before your job performance suffers or conduct problem occurs.

How do I request an accommodation?

To initiate an accommodation request contact Matrix by phone at 877.202.0055 or online at www.matrixabsence.com.

What if I am not sure what accommodation I need?

Even if you are not sure what accommodation you need, you can begin the accommodation process. As part of the process, your medical provider will need to complete a form to recommend accommodation options. This also gives you the opportunity to consult with your medical provider regarding what accommodation(s) might best meet your needs.

How much medical information do I have to provide?

You do not need to provide any medical information to your manager. Matrix will provide a confidential questionnaire for your medical provider to complete in order to recommend effective accommodation options. Relevant medical information related to your accommodation request is limited to Matrix and Human Resources individuals who are assisting you with your request.