

Disability and the Family and Medical Leave Act (FMLA)

Disability/FMLA Coordinators in the Health Information Services (HIS) Department obtain and process supporting clinical documentation to certify FMLA, and short or long-term disability insurance claims for patients. Forms are faxed to this department, then the provider—your MD/NP/PA—is requested to fill out information online and provide an electronic signature. In addition, this department ensures that your health information is protected by asking you to give your written permission for this information to be shared.

To submit your paperwork, please follow the steps outlined below.

Step 1:

- Email, fax or mail the completed forms to the DFCI Disability office.
 - Email: Correspondence_ROI@dfci.harvard.edu
 - Fax: 617-394-2647
 - Mail: DFCI HIS Correspondence
27 Drydock Ave., 4th Floor
Boston, MA 02210
- Detailed instructions regarding the paperwork should then be called in to the Disability/FMLA Coordinators at 617-632-2955 (select option 1 after the prompt). They are available Monday through Friday.

Step 2:

- After receiving the paperwork and any special instructions, the Disability/FMLA Coordinators request the necessary information and coordinate the submission. This works very well as it avoids paperwork being routed to multiple desks and mailboxes and eliminates the chance of it being misplaced. It also gives you one best point of contact: the Disability/FMLA coordinators who are responsible for your paperwork.
- At this stage, you may need to sign a “release of information” form to comply with privacy laws. If this is required, you will be contacted by one of the coordinators.

Step 3:

- Please allow 5-7 business days for your request to be processed.
- If you would like to check on the status of your paperwork, please feel free to call (617-632-2955) or email (Correspondence_ROI@dfci.harvard.edu).

Please note: If you are having plastic surgery, your request should be directed to the BWH plastic surgeon's office directly.