

Reliance Matrix Help Guide: Employees

Pinellas County's [disability](#) and [Family and Medical Leave Act \(FMLA\)](#) benefits are administered by Reliance Matrix. For questions, call Reliance Matrix at (877) 202-0055.

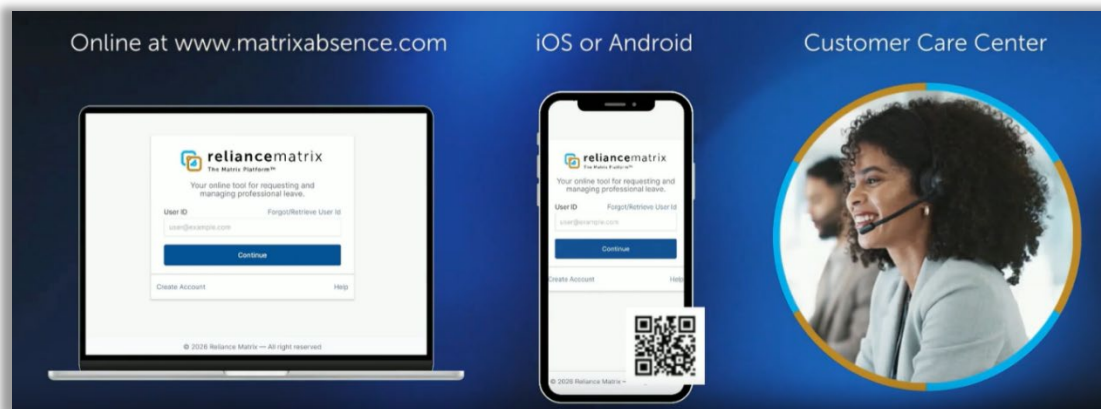
See the instructions below for **filing a claim** and watch [Filing a Claim](#) (3-minute video).

See the instructions below for **reporting time off** via [online/app](#) or by [phone](#) or watch [Reporting Intermittent Time](#) (3-minute video).

Filing a Claim

Your first step to apply for benefits is to **submit a leave request** to your supervisor in [EBS \(OPUS\)](#). Then follow the instructions below:

1. **File a claim with Reliance Matrix** 24 hours a day, 7 days a week. You choose the method: online, mobile app, or phone.



- **Online or app:** Go to matrixabsence.com or download the *Matrix eServices* mobile app.
 - If you are a first-time user, select *Create Account*, and create your username and password. **Your personal email address is recommended for your username.**
 - Selecting the option to sign up for text updates is recommended.
- **Phone:** Call (877) 202-0055.

Important: You should **file the claim at least 30 days** before the leave begins. If advance notice is not possible, call Reliance Matrix and submit a leave request as soon as possible. In case of emergency, a family member may contact your supervisor and Reliance Matrix as soon as possible.

2. **New Claim:** From the homepage, click [New Claim](#) or [File a New Claim](#) depending on your view.



3. **Enter the Claim:** The process takes about 10 minutes. You will answer a series of questions related to your claim. Be prepared with a list of important dates including your last day worked, expected date of return, last doctor appointment, and next doctor appointment.


- Enter your first day out and click **Find Coverages**.

Preliminary Steps

First Day of Absence or Incident *

What was or will be the first day of the **absence or incident**?

If you're unsure, your best estimate is fine.

06/11/2026  Find Coverages

- Click **Continue with Absence/Disability**.

Your Coverage

Absence/Disability

Continue with Absence / Disability

- Select the reason for the leave: **My Own Health Condition / Pregnancy**, **Care for Family Member**, or **Bonding / Adoption / Foster Care / Other**.

Claim Details *

What is the **reason** for the leave?

My own health condition / Pregnancy

Care for family member

Bonding / Adoption / Foster Care / Other

- Before you start entering the claim, be sure you have your **doctor's contact information** including the name, specialty, office phone number, and fax number. If you need help finding the info, you can use the Health Care Provider

Search tool by clicking **Find This Now:**

- Have the **name** , **specialty** , **office phone** , and **fax number** of any doctor or medical professional involved.

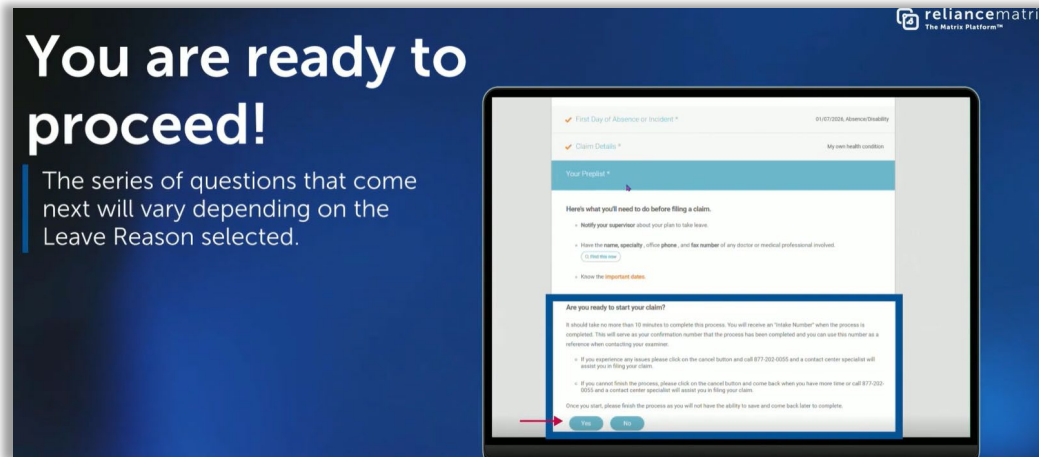
 Find this now

Enter the doctor's name, city, and state as shown in the example below. Click **Search** to access their specialty, phone number, and fax number.

Health Care Provider Search

| | | | | |
|-----------------------------------|------------------------------------|---|--------------------------------------|---------------------------------------|
| First Name * | Last Name * | City * | State * | |
| <input type="text" value="John"/> | <input type="text" value="Smith"/> | <input type="text" value="Clearwater"/> | <input type="text" value="Florida"/> | <input type="button" value="Search"/> |

- Click **Yes** once you are ready to start the claim. Answer the questions as prompted. Once you start, please finish the process as you will not have the ability to save and come back later to complete. If you have issues, call Reliance Matrix at (877) 202-0055.



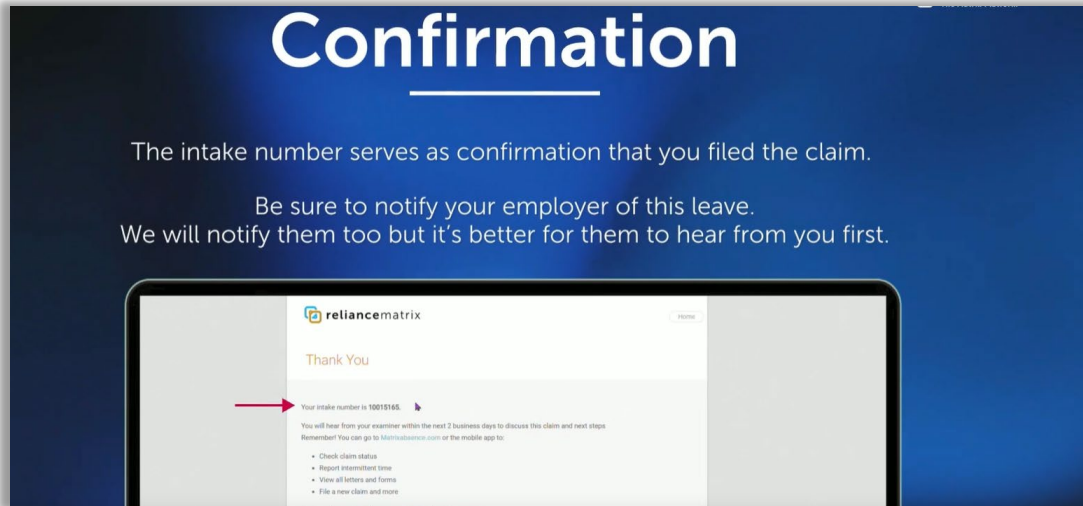
- Be sure to specify the **type of leave** you need (continuous, intermittent, or reduced schedule):

Continuous / Intermittent / Reduced Schedule *

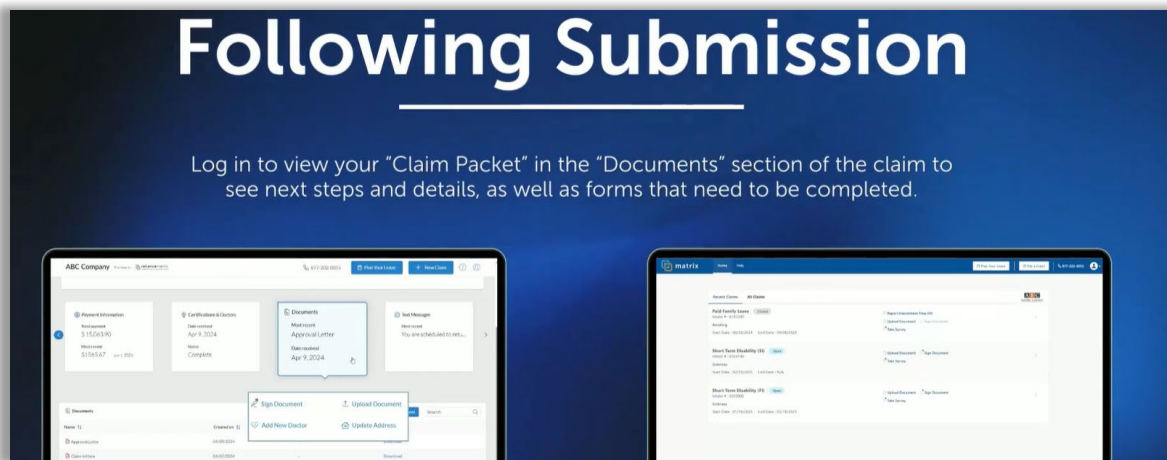
What **type of leave** do you need? Do you plan to:

- be out for a single continuous period of time?
- miss time intermittently (in increments of minutes, hours or days)?
- miss time on a part-time basis / reduced schedule?

4. **Confirmation of Claim:** Once the process is complete, you will receive an *Intake Number* which will serve as your confirmation number. Use this number to reference your claim.



5. **View Claim:** The claim will be visible in your account within 15 minutes of completing the intake. Access the *Claim Packet* in the Documents section of the claim.



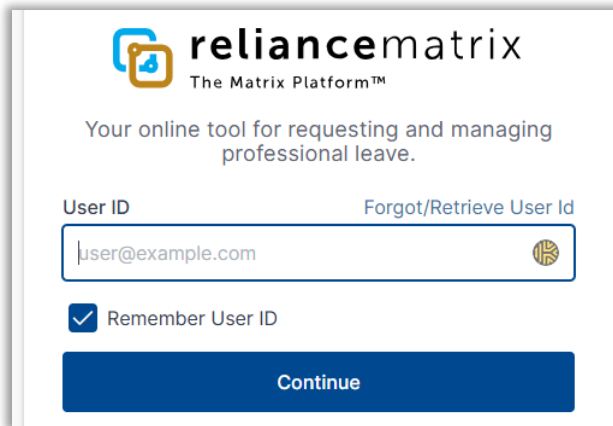
6. **Medical Release:** Sign the medical authorization release form via DocuSign, and Reliance Matrix will fax the medical certification to your doctor.



7. **Claims examiner:** A Reliance Matrix claims examiner will call you within one business day after the claim is filed.
8. **Claim Processing:** Once Reliance Matrix has your authorization, they will ask your doctor to complete documentation. Within 5 business days of filing your claim, Reliance Matrix will notify you, your supervisor, and Benefits staff if the claim is approved, denied, or if additional information is needed. Contact Employee Benefits by phone at (727) 464-3367, option 1, or by [email](#) if you do not receive notification from Reliance Matrix in a timely manner.
9. **Recertification:** If you need to extend the leave time and the original leave requested was less than 20 days, contact Reliance Matrix at (877) 202-0055. If the leave was more than 20 days, Reliance will send you a letter 20 days before the projected end of your leave period with instructions on how to extend your return to work date.

Reporting Intermittent Time Off: Online or Mobile App

- Login to matrixabsence.com online or use the *Matrix eServices* mobile app.



reliancematix
The Matrix Platform™

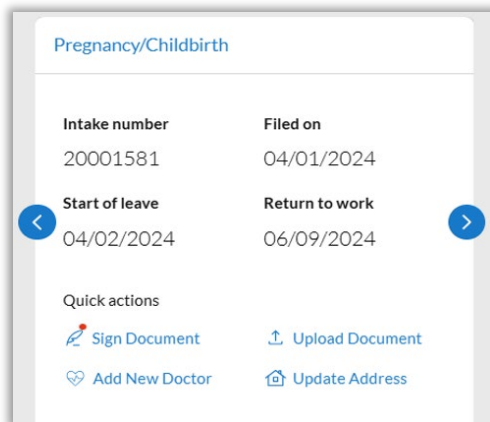
Your online tool for requesting and managing professional leave.

User ID [Forgot/Retrieve User Id](#)

Remember User ID

Continue

- Review the intake number, start date, and end date. **Select the leave title** (such as *Pregnancy/Childbirth* in the example below) to report time off for that claim.



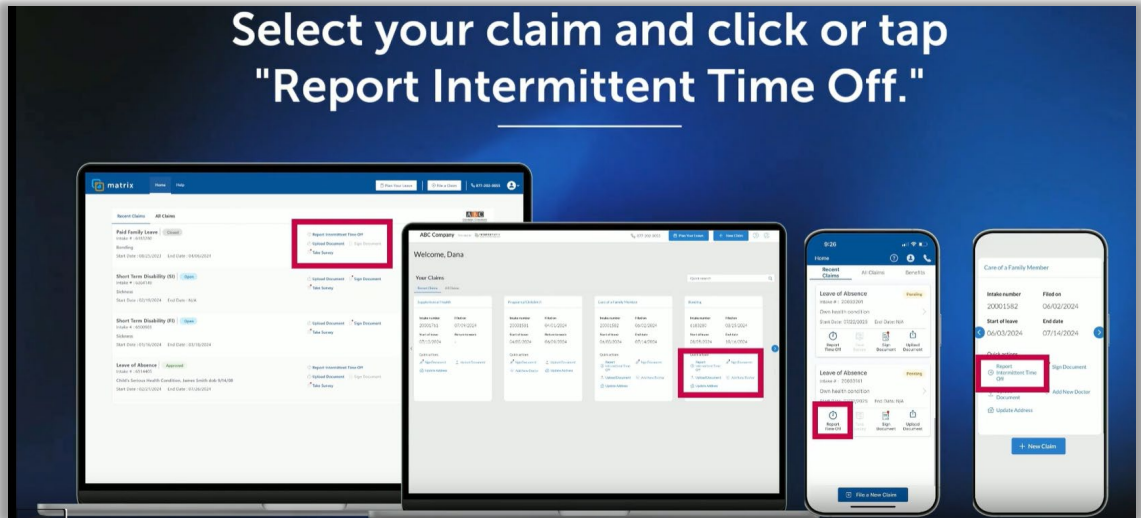
Pregnancy/Childbirth

| | |
|----------------|----------------|
| Intake number | Filed on |
| 20001581 | 04/01/2024 |
| Start of leave | Return to work |
| 04/02/2024 | 06/09/2024 |

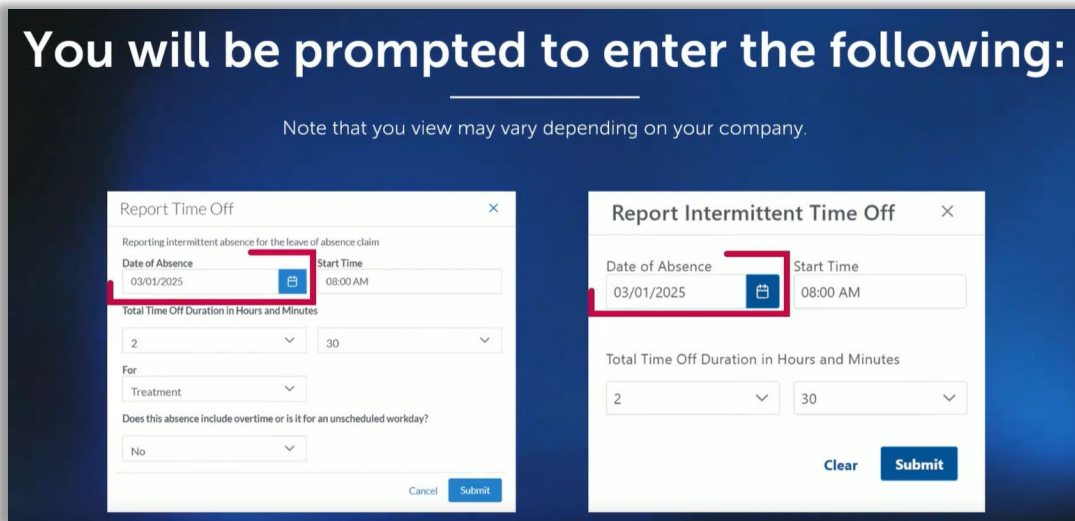
Quick actions

- Sign Document
- Upload Document
- Add New Doctor
- Update Address

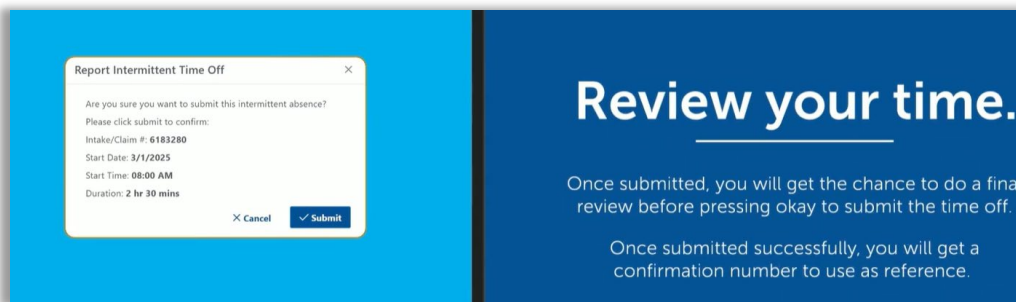
- Select **Report Intermittent Time Off**.



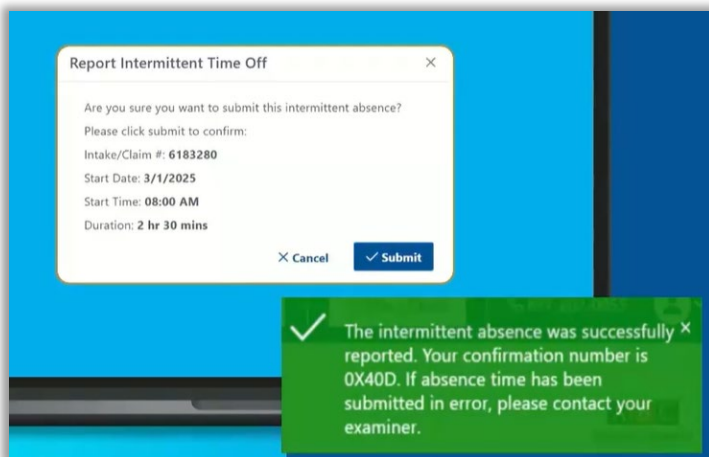
- **Enter your time off information** including date of absence, start time, and duration (hours and minutes). Depending on your view, you may need to enter additional details.



- Review the request, then **click Submit**.



- Once the request is submitted, you will **get a confirmation number**. Save the number for future reference.



If you have questions, contact Reliance Matrix at (877) 202-0055, 24 hours a day, 7 days a week.

Reporting Intermittent Time Off: Phone

If you prefer, you can report intermittent time off using the automated phone line:

1. Call the toll-free automated Reliance Matrix Interactive Voice Response (IVR) line at **(888) 477-5110**.
2. Identify yourself by providing your date of birth and the last four (4) digits of your Social Security number.
3. Select the option to report *Intermittent Time Off*.
4. Select the leave you are reporting this time against.
5. Enter the *Start Date* and *End Date* of your absence.
6. Enter the *Start Time* of your absence.
7. Enter the *Total Time Off* for that day. For example, 2 hours off in the morning and 1 hour in the afternoon is entered as a total of 3 hours off.
8. Save the entry and record the confirmation number for future reference.

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