Employer MyBenefits Portal Tutorial
Reporting A Leave of Absence

New Mexico Public Schools Insurance Authority

EASI Edu INCORPORATED

Before You Begin

Before reporting a Leave of Absence (LOA), please review the following information:

- Report an LOA as soon as it has been approved by your employer.
- LOAs can be reported at any time during the year.
- If an LOA start date or expected return date changes, update the record as soon as possible.
- When an employee returns to work, report the return date promptly.

Helpful Tip

Timely reporting of Leave of Absence transactions helps ensure employee eligibility and benefit records remain accurate.

Before You Begin

You must be logged into the NMPSIA MyBenefits Portal before completing this tutorial.

If you are a new user, forgot your password, or experience login issues, please refer to the Employer Login Tutorial https://nmpsia.com/employer-trainings.html for complete step-by-step instructions.

Important Reminders

- MFA codes expire after 5 minutes.
- Use the email associated with your NMPSIA benefits.
- Check your Spam or Junk folder if you do not receive your code.

Need help logging in?

Please refer to the Employer Login Tutorial before continuing.

The Employer Login Tutorial includes:

✓ First-Time Login
✓ Password Assistance
✓ MFA Verification
✓ Common Login Errors
✓ Account Assistance

Helpful Tip

Bookmark the Employer Portal login page for quicker access in the future.

Go to NMPSIA.com

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Benefits Portal Login

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Select Employer

↓

Enter District ID

↓

Select Your Name

↓

Enter Password

↓

Complete MFA Verification

What You'll Need

Before beginning, have the following information available:

- District ID
- Your login credentials
- Access to your authentication email
- Employee Social Security Number (SSN)
- Approved Leave of Absence start date
- Expected return date (if known)
- Return-to-work date (when applicable)
- Employment status upon return

Helpful Tip

Having the employee's approved LOA documentation available will make the reporting process faster and help reduce errors.

Transaction Overview

This tutorial will show you how to:

- ✓ Report a new Leave of Absence
- ✓ Update an existing Leave of Absence
- ✓ Report an employee's return to work
- ✓ Verify your transaction was submitted successful

Helpful Tip

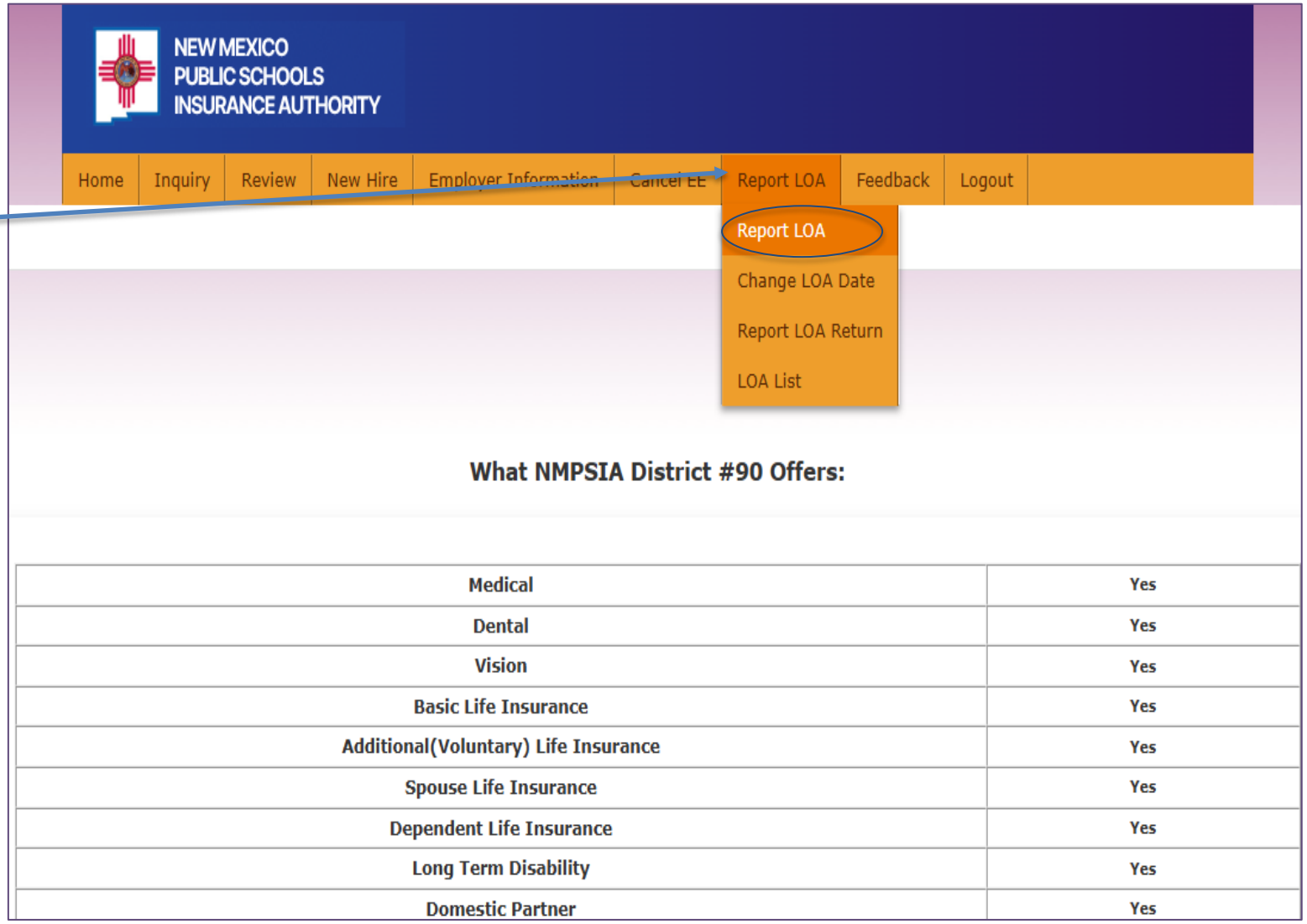
Every Employer Portal transaction follows the same basic process:
→ **Enter** → **Review** → **Submit** → **Verify**
Although each transaction may require different information, the overall process remains consistent throughout the Employer Portal.

From the Home page

- Navigate to the **Report LOA** tab.
- Choose one of the following options:
  - **Report LOA**
  - **Change LOA Date**
  - **Report LOA Return**

Helpful Tip

Select only the option that matches the action you are completing. Each option performs a different function.

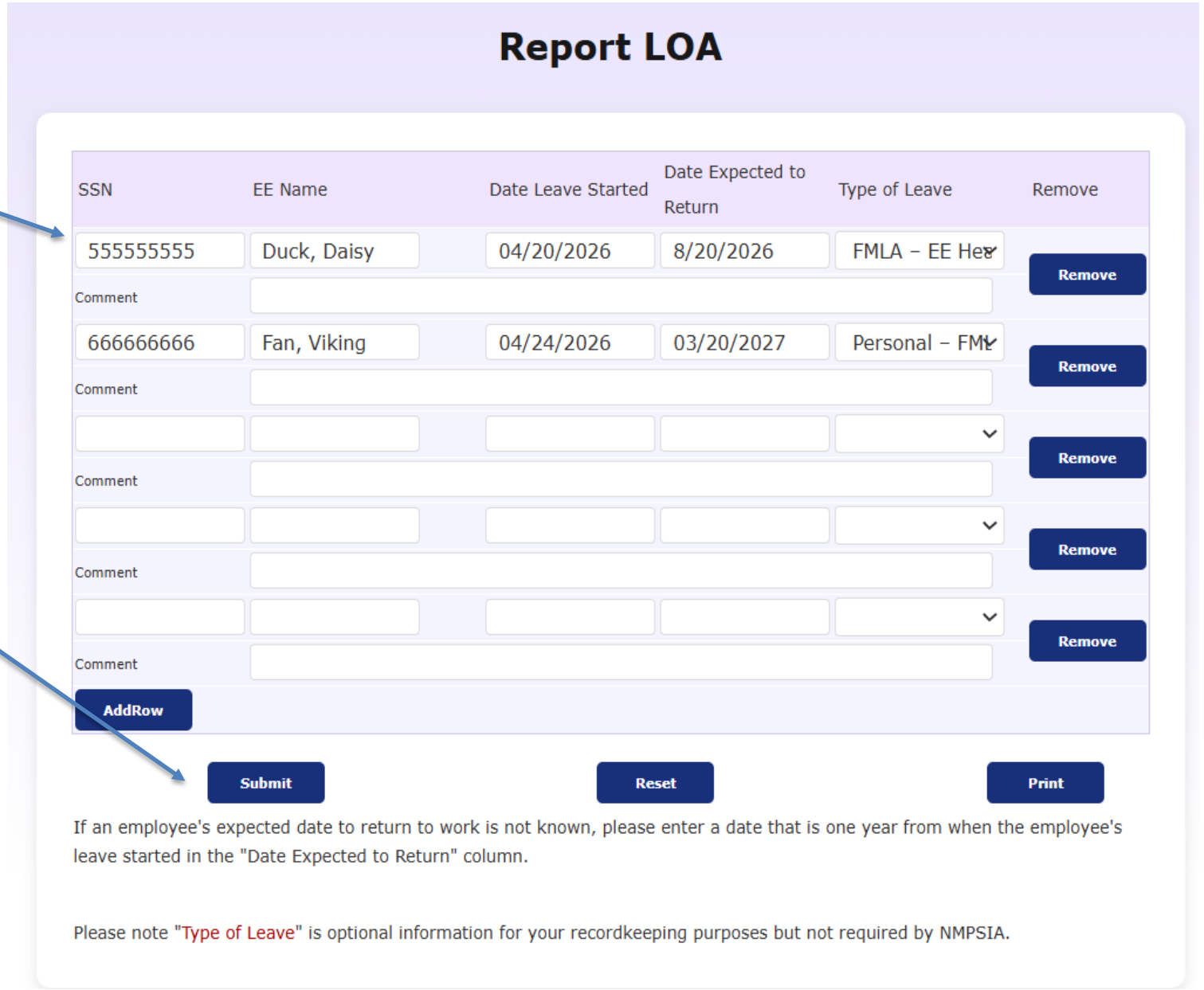


Report a NEW LOA

- Enter the employee's information.
- Verify the employee's name is correct.
- Complete all required fields.
- Select **Submit.**

Helpful Tip

Review the Leave of Absence start date carefully before submitting. Accurate dates help ensure employee benefits are administered correctly.



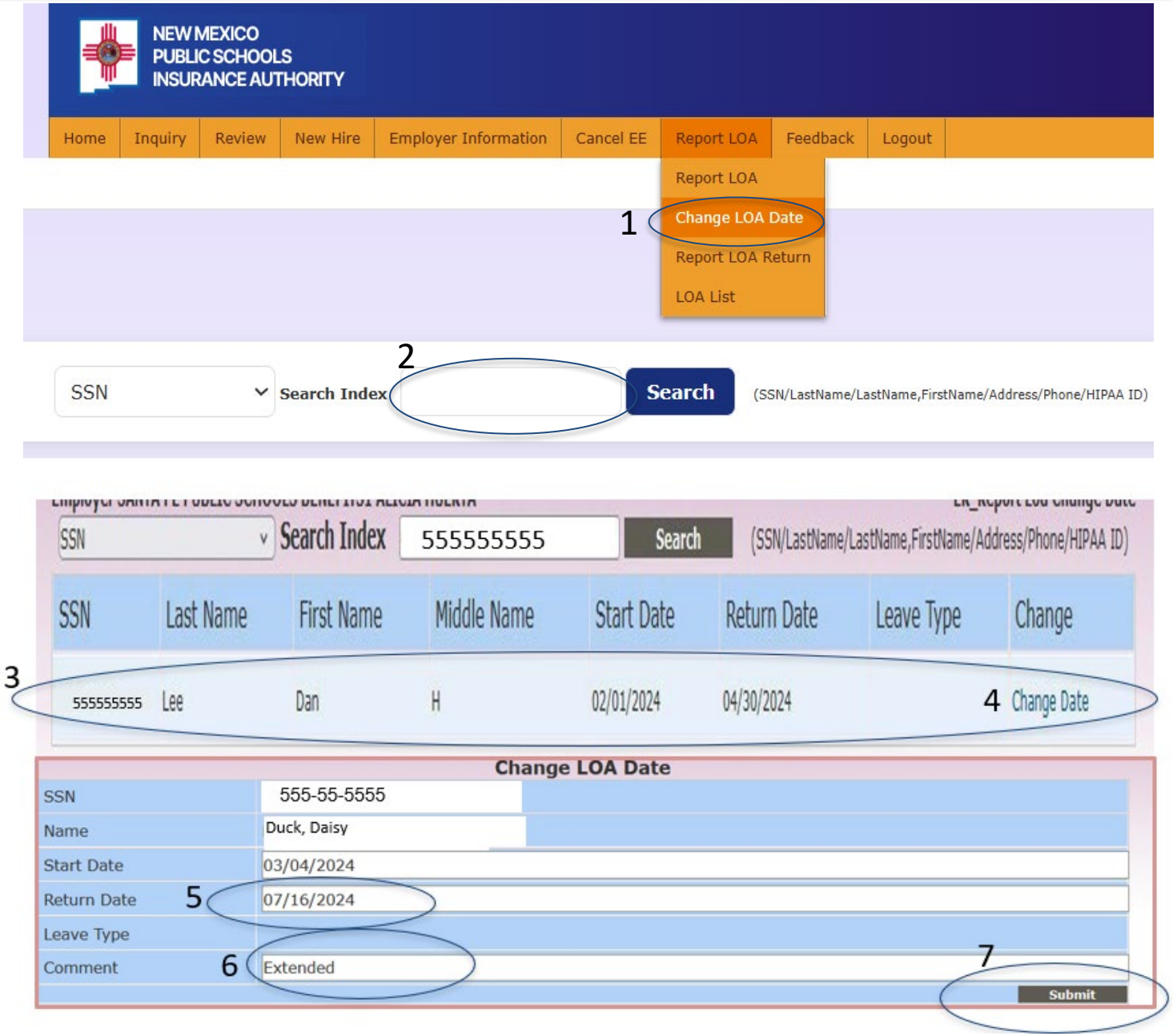
Change an LOA Date

If an employee's Leave of Absence dates change:

1. Select **Change LOA Date**.
2. Enter the employee's Social Security Number.
3. Review the employee information.
4. Select **Change Date**.
5. Update the appropriate date.
6. Enter a comment describing the reason for the change.
7. Select **Submit**.

Helpful Tip

Provide a clear comment whenever updating an LOA date. This helps document why the change was made.

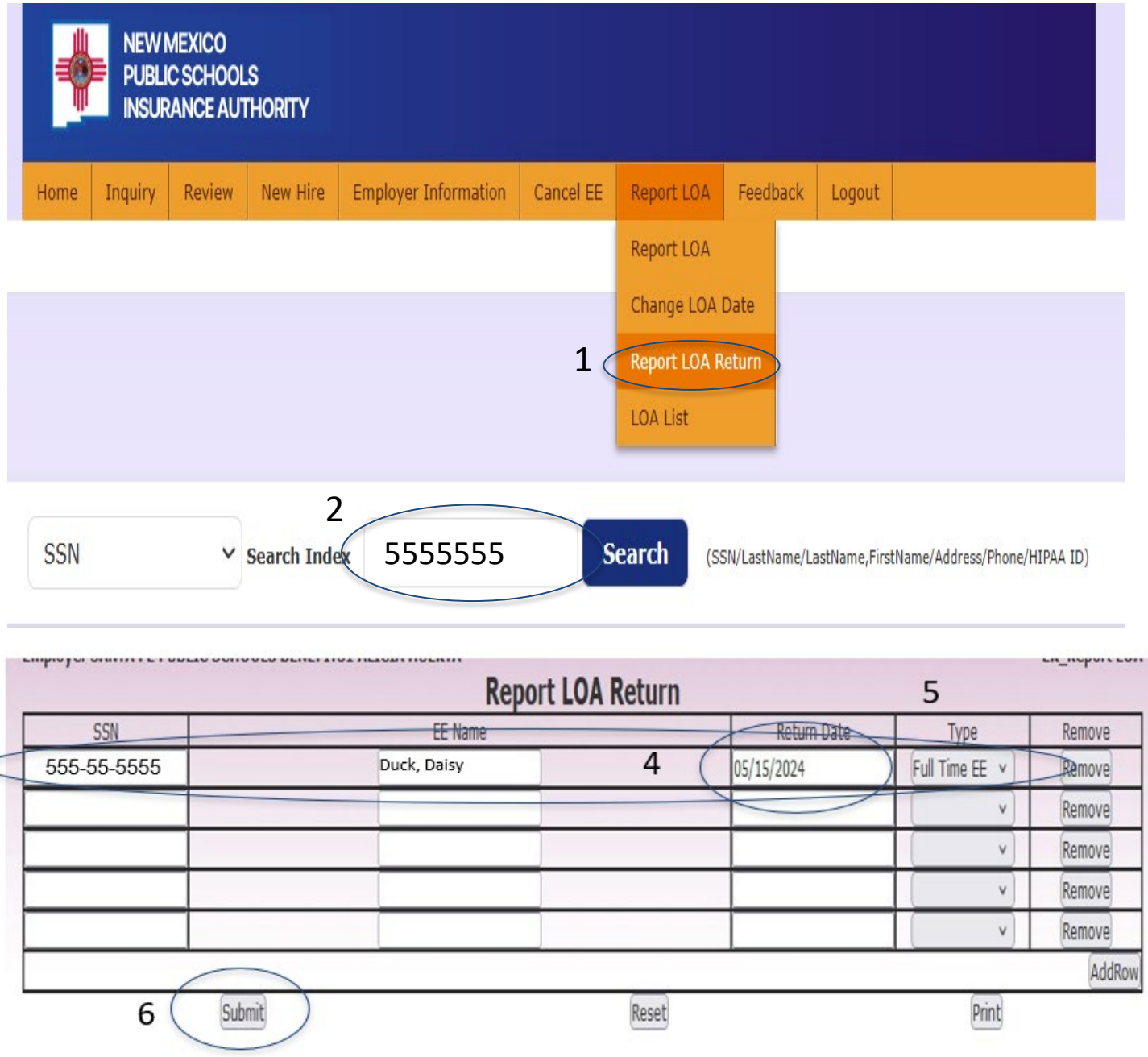


When an employee returns from Leave of Absence:

1. Select **Report LOA Return**.
2. Enter the employee's Social Security Number.
3. Verify the employee information.
4. Enter the Return-to-Work Date.
5. Select the employee's employment status upon return.
6. Select **Submit**.

Helpful Tip

Verify the employees return date and employment status before submitting. This information helps ensure benefits continue correctly.



After Submission

The transaction will be routed to your EASI Edu Representative for final approval.

Updates will be processed by EASI Edu according to NMPSIA procedures.

Confirmation of Enrollment is created and can be found on Employee account or Employer account under reports.

Common Errors

Common issues you may encounter when reporting LOA

Employee not found – Verify the employee's Social Security Number (SSN), Name, or HIPAA ID and search again.
Required fields are incomplete – Complete all required fields before submitting the transaction.
Incorrect Leave of Absence dates – Verify the approved LOA start date, expected return date, or return to work date before submitting.
Incorrect LOA transaction – Select the correct LOA reporting option: *Report, Change and Report Return*.
Authentication code expired – Request a new Multi-Factor Authentication (MFA) code and sign in again.
Session timed out – Log back into the Employer Portal and restart your request.
Employee information does not match – Verify that you selected the correct employee before submitting the transaction. Review the employee's name, SSN and other identifying information.
Employment status not selected – Select the employee's current employment status before submitting the return from leave transaction.

Helpful Tip

If an error continues, contact your EASI Edu Administrative Representative.

Need Assistance

Contact Us:

EASI Edu

Phone: 1-800-233-3164

Contact your assigned representative for portal assistance.

Or

NMPSIA Benefits Team

Phone: 1-800-548-3724

Thank you for supporting your employees!

New Mexico Public Schools Insurance Authority

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