

Medical Leave of Absence and Medical Reentry Policies

Overview of the Medical Leave and Reentry Process

Part 1: Medical Leave Process at a glance:

1. Submit Intent to Withdraw for Personal Medical/Mental Health Reason via [My4D portal](#)
2. Submit [Treating Healthcare Provider Medical Leave of Absence Form](#) to Student Outreach & Support (SOS)
3. Applicable Student Affairs staff members review completed medical leave application
4. SOS will notify the student regarding the decision via an electronic letter in Maxient
5. If approved, SOS will place a registration hold on the student's account. SOS removes the hold when the student submits a completed [Reentry from Medical Leave of Absence Form](#).

Part 2: Medical Reentry Process at a glance:

1. Student submits [Reentry from Medical Leave of Absence Form](#)
2. Treating healthcare provider submits [Treating Healthcare Provider Medical Reentry Form](#)
3. Applicable Student Affairs staff members review completed medical leave reentry application
4. SOS will notify the student regarding the status of their reentry through electronic letter via Maxient
5. SOS will remove the registration hold on the student's account allowing them to register for courses.

A student with a mental health and/or physical health condition may apply for a voluntary Medical Leave of Absence (MLOA) from the University. The student initiates the process for a MLOA by completing the Withdrawal Process, which is available on My4D, selecting "Personal Medical/Mental Health Reason or Permanent Disability" as the reason for withdrawal on the applicable withdrawal form.

To qualify for a MLOA, the student must then submit sufficient medical documentation (as set forth in the [Treating Healthcare Provider Medical Leave of Absence Form](#)) from the student's treating physician, licensed mental health provider, or other licensed healthcare provider specifying the mental health and/or physical health condition(s) that causes a degree of functional impairment that warrants a complete withdrawal from academic study for the applicable academic term. The medical documentation must reflect that the student had a consultation—either in-person or virtually via tele-health—with the treating physician, licensed

mental health provider, or other licensed healthcare provider during the term for which the student is requesting a withdrawal for medical reasons.

The student will be placed on a Personal Leave of Absence until the student submits sufficient medical documentation and the applicable Student Affairs staff members approve the documentation, at which time the University will update the student's withdrawal status from a Personal Leave of Absence to a Medical Leave of Absence. If the student does not submit sufficient medical documentation by the last day of the term for which the student is requesting to begin the Medical Leave of Absence, the student will remain on a Personal Leave of Absence.

NOTE: If the student does not complete the medical leave process by the last day of the term, and the student did not withdraw from courses by the deadlines set forth in the Office of the Registrar's [Registration & Billing Calendar](#), SOS will refer the student to the [Academic Exceptions Process](#).

Eligibility Requirements and Conditions

- Students may seek a MLOA only for their own personal mental health and/or physical health conditions. Students may seek a leave of absence for other reasons as specified on the Withdrawal Form on the My4D portal.
- Students participating in an international education program may not seek a MLOA under this policy for the term in which the student is participating in the international education program if the program includes enrollment at an institution other than DU. This policy does not apply to students who are enrolled at another institution's program. In such cases, students should consult the policies of the institution at which they are enrolled.
- The MLOA process is not intended to shield a student from unsatisfactory progress or any other academic irregularity unrelated to the student's mental health and/or physical health condition.
- Graduate students who receive an approved MLOA may be eligible for relief for their time-to-degree requirements. Students seeking a Juris Doctorate from the Sturm College of Law are subject to the time to degree requirements of the applicable accrediting body.
- If a student takes courses for credit at another institution while on a MLOA from the University of Denver, the student must comply with the applicable policies for receiving transfer of credit toward a degree from the University. Undergraduate students should refer to the Office of the Registrar's [Undergraduate Transfer Policy](#). Graduate students should refer to the transfer of credit procedures in the [Graduate Bulletin](#).
- A student may receive a MLOA (including any retroactive requests for a retroactive withdrawal for medical reasons) a total of **two (2) times** during enrollment in an educational program at the University. The Dean of Students/Associate Vice

Chancellor for Student Affairs, or their designee, in consultation with the Director of the Student Disability Services and the Assistant Vice Chancellor of the University's Health & Wellness or their respective designees, has the discretion to determine whether to grant the student an additional MLOA.

- If the Student Affairs staff approves the medical documentation for a MLOA, Student Affairs staff will forward the approval letter to other applicable offices including, but not limited to, the Office of the Registrar, the Office of Student Billing, Financial Aid. A student cannot revoke a MLOA after the University has approved the student's medical documentation.
- If the student is unable to complete the MLOA process in any capacity, the student may be able to engage other University processes (e.g., Academic Exceptions) when the student is able.

Options for Incomplete Applications and Applications/Documentation Submitted After the Last Day of the Term

Late Drop for Medical Reasons: Student Outreach and Support will refer students who do not complete the MLOA process by the last day of the term to the Academic Exceptions process. The student must follow the applicable steps in the Academic Exceptions Policy. For more information, please review the [Academic Exception Policy](#).

Considerations

1. Prior to completing the Withdrawal Process via My4D, it is suggested that the student contact, when applicable:
 - Student Outreach & Support (SOS) Student Support Specialist to understand the student's options for addressing the mental health and/or physical health condition, including referral to Student Disability Services for consideration of submitting a request for accommodations; the process for applying for a Medical Leave of Absence and returning from such a leave;
 - Student Disability Services (SDS) to request accommodations to fully access the medical leave process, if needed;
 - Housing and Residential Education (HRE) regarding possible implications related to the student's University housing contract;
 - The Office of Financial Aid to determine the amount of financial aid that may need to be returned;
 - The Office of Student Billing with questions regarding any tuition adjustments;
 - International Student and Scholar Services (ISSS) to determine the impact on the student's visa status;

- The Health and Counseling Center (HCC) regarding the impact of a MLOA on coverage under the Student Health Insurance Plan (SHIP);
- Any other applicable offices to which the student is connected.

The SOS Student Support Specialist can assist the student in contacting these other offices as necessary.

Billing and Financial Aid

If Student Affairs staff approves the MLOA, Student Affairs will forward the approval letter to the Office of the Student Billing for review of any tuition adjustments based on the [Tuition and Fees Policy](#). Students should direct all questions regarding tuition adjustments to the Office of the Student Billing either via email at studentbilling@du.edu or by phone at 303-871-4944.

Students who receive financial aid should contact the Office of Financial Aid via email at finaid@du.edu or by phone at 303-871-4020.

Documentation Requirements

The Health and Counseling Center staff will determine whether the student has submitted sufficient medical documentation from the student's treating physician, licensed mental health provider, or other licensed healthcare provider that meets the criteria listed below. The student and their treating healthcare provider should have a shared understanding of the information being submitted to the University on the student's behalf. If the student's treating healthcare provider does not address every item identified in the Treating Healthcare Provider Form, SOS may follow up with the student to indicate that additional information is needed for MLOA approval.

The documentation must be submitted as a PDF file on official letterhead with the provider's signature and the date the letter is written and must include the following, as set forth in the [Treating Healthcare Provider Medical Leave of Absence Form](#):

- a. The treating physician, licensed mental health provider, or other licensed healthcare provider's professional qualifications and licensure;
- b. Date the student first consulted the provider;
- c. Number and type (i.e., in person or virtual) of visits with the provider;
- d. Diagnosis of the mental health and/or physical health condition;
- e. Date(s) that the provider observed and/or identified the mental health and/or physical health condition(s) that caused a degree of the functional impairment that impacted the student and warrants withdrawal from all courses for the term;
- f. Based on the provider's direct evaluation of the student, the provider's professional opinion of when the symptoms of the mental health and/or physical health condition first began;
- g. Impact of the condition on the student's participation in academic activities (including attending classes and completing coursework);
- h. Treatment recommendations and estimated length of treatment plan; and

- i. Assessment of student's willingness and/or ability to carry out substantial self-care obligations.

Exchange of Information with Treating Physician, Licensed Mental Health Provider, or other Licensed Healthcare Provider

- Treating Healthcare Provider Documentation submitted for this process becomes a part of the student's education records. SOS maintains students' education records, including documentation submitted for Medical Leaves of Absence, consistent with the University's obligations under the Family Educational Rights and Privacy Act of 1974 (FERPA).
- In connection with the Medical Leave of Absence, the student may be required to submit a FERPA release permitting the University's Student Affairs staff to exchange information with the student's treating physician, licensed mental health provider or other licensed healthcare provider to address the student's ability to perform as a student for the period covered by the Medical Leave of Absence, the duration of the approved Medical Leave of Absence, and the Medical Reentry process.

Reentry from a Medical Leave of Absence

The student must provide sufficient medical documentation from the student's treating physician, licensed mental health provider, or other licensed healthcare provider that demonstrates the student is prepared to participate successfully academically and is willing and/or able to carry out substantial self-care obligations. To allow sufficient time for processing and registration, the student should complete the following steps for the reentry process at least **14 Business Days** before the start of the term in which the student wants to reenter. Under this policy, Business Day refers to any weekday Monday through Friday in which the University is in operation, including days when the University is in operation, but classes are not in session. For example, University holidays are not Business Days. If a student does not complete the reentry process by the final date of the add/drop deadline for the applicable term they may not be eligible for reentry until the following term.

1. Complete the [Reentry from Medical Leave of Absence form](#).
2. Submit medical documentation from the student's treating physician, licensed mental health provider, or other licensed healthcare provider addressing the following criteria, as specified in the [Treating Healthcare Provider Medical Reentry Form](#). The student and the provider should have a shared understanding of the information being submitted to the University on the student's behalf. If the treating healthcare provider does not address every item identified in the Treating Healthcare Provider Medical Reentry Form, then the University may not approve the student's request.

The documentation must be submitted as a PDF file on official letterhead with the providers signature and **dated within 60 days of the first day of the academic term** for which the student seeks reentry and must include the following, as outlined in the [Treating Healthcare Provider Medical Leave of Absence Form](#):

- a. The treating physician, licensed mental health provider, or other licensed healthcare provider's professional qualifications and licensure;
- b. Professional opinion regarding the student's ability to participate academically and willingness and/or ability to carry out substantial self-care obligations at the University with or without continued treatment;
- c. The documentation must be on official letterhead and include the following:
 - Time span and type of treatment provided to the student while on the Medical Leave of Absence;
 - Whether the treatment was concluded (with or without the healthcare provider's approval) or is on-going;
 - Specific intensive treatment, if any, while on the Medical Leave of Absence
 - Demonstrated understanding of the diagnoses and functional impairment that resulted in a Medical Leave of Absence;
 - Description of how the treating physician, licensed mental health provider, or other licensed healthcare provider completing the form addressed these specific issues in the treatment of the student during the Medical Leave of Absence;
 - If treatment is ongoing: recommended treatment plan during student's return to study, any continuing care needs or concerns for the student, who will be providing the care needs; and
 - Any safety concerns for the student or for others in the University community.

The student must comply with all other applicable procedures for returning to the University.

If a student seeks to extend their MLOA beyond one (1) year, the student should contact their Academic Advisor or Program Advisor and the staff in SOS at sos@du.edu.

Students are advised to continue to work with SOS and other support services at DU as the student returns from a MLOA. Student Support Specialists will reach out to students returning from leave to offer to schedule a meeting to discuss on-going support.

Appeals for Medical Leave of Absence or Reentry from a Medical Leave of Absence

A student may appeal a decision denying a Medical Leave of Absence and/or Reentry from a Medical Leave of Absence to Dean of Students/Associate Vice Chancellor for Student Affairs, or their designee, by completing and submitting the [Appeal Form](#) within five (5) Business Days of the date the decision was sent to the student. Mere disagreement with the decision is not an appropriate reason for appeal.

The grounds for appeal are limited to the following:

- The existence of procedural errors that materially impacted the Medical Leave of Absence Process;
and/or
- New medical documentation that was not reasonably available at the time of the initial decision.

In an appeal, the student who is submitting the appeal must provide the necessary information to demonstrate that the student has met the Appeal Criteria that the student identified in the appeal.

The Dean of Students/Associate Vice Chancellor for Student Affairs or their designee will make a good faith effort to provide a written decision regarding the appeal within ten (10) Business Days from the date on which the appeal is provided to the Dean of Students/Associate Vice Chancellor for Student Affairs or their designee.

Concerns of Disability-Related Discrimination or Harassment

As stated in its [Non-Discrimination Statement](#), the University of Denver prohibits discrimination based on protected characteristics, including discrimination against students with disabilities.

Students who have concerns regarding discrimination or harassment in the application of these policies should contact the University's [Office of Civil Rights and Equal Opportunity](#) (CREO) by email at CREO@du.edu, by phone at 303-871-7016, or using [CREO's online reporting form](#).