



August 24, 2024

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# Authentication and Clarification

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Dear Reader:

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We hope this information will be useful to you; reference to it will assist you with many of the questions that will arise in your tenure with county government. However, the *Tennessee Code Annotated* and other relevant laws or regulations should always be consulted before any action is taken based upon the contents of this document.

Please feel free to contact us if you have questions or comments regarding this information or any other CTAS website material.

Sincerely,

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# Authentication and Clarification

Reference Number: CTAS-1036

If the employee submits a complete and sufficient certification, the employer may not request additional information from the health care provider. The employer may, however, contact the health care provider for authentication and clarification of the certification after the employer has given the employee an opportunity to cure any deficiencies in the certification. To make this contact, the employer must use a health care provider, human resources professional, leave administrator, or management official. Under no circumstances may the employee's direct supervisor contact the employee's health care provider.

Authentication means verification that the certification form was completed or authorized by the health care provider. Clarification means contacting the health care provider to understand the handwriting or the meaning of a response. Employers may not ask health care providers for more information that is contained on the form.<sup>[1]</sup>

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[1] 29 C.F.R. § 825.307.

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