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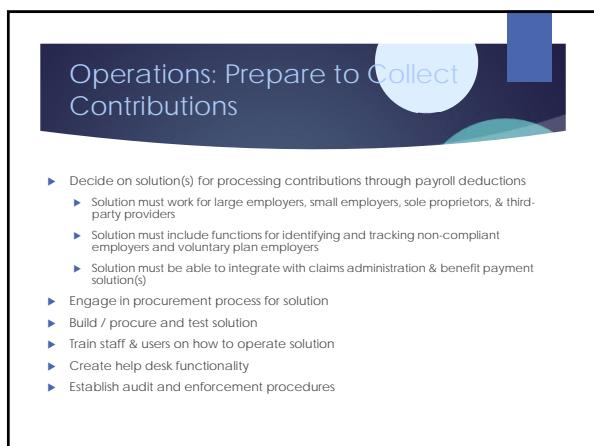
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## Operations: Prepare for Claims Administration

- ▶ Decide on solution(s) for processing claims and paying benefits
  - ▶ Solution must include intuitive and attractive website, functionality for intake, eligibility, claims administration, payments, help desk, auditing, customer feedback/process improvement, data analytics & reporting
  - ▶ Solution must be able to integrate with revenue collection system
- ▶ Engage in procurement process for different solution approaches
- ▶ Evaluate procurement results and determine optimal solution
- ▶ Build / procure and test solution
- ▶ Train staff & users on how to operate solution
- ▶ Expand help desk to support collections and claims
- ▶ Establish policies & procedures relating to time frames, standards of proof, sufficiency of documentation, confidentiality, audit & compliance

## Operations: Private Plan Applications

- ▶ With DOI, establish criteria for approval of private plans and procedures for reviewing applications
  - ▶ **Criteria for approval should be finalized no later than summer 2020**
- ▶ Decide on & implement solution for online applications for employers to submit private plans for consideration
- ▶ Train staff and users on how to operate solution
  - ▶ **Application process should be operational no later than September 2020**
- ▶ With DOI, evaluate applications for private plans
  - ▶ **Goal should be to process applications in less than 30 days**
- ▶ Develop policies and procedures for auditing employers' compliance with private plan requirements

## Responsibilities: 1/1/21 – 1/1/22

### Administration

- Update budget
- Continue hiring as needed
- Implement and modify administrative policies and procedures as needed

### Outreach

- Refine & expand informational materials & references
- Continue to engage in stakeholder meetings
- Refine & expand website

### Operations

- Collect contributions
- Prepare for claims administration
- Continue to process private plan applications and audit plans




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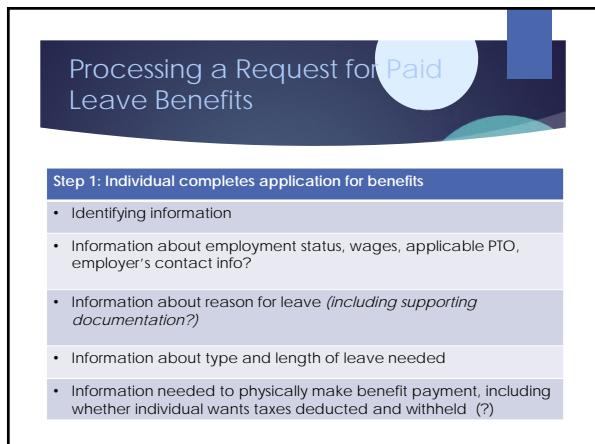
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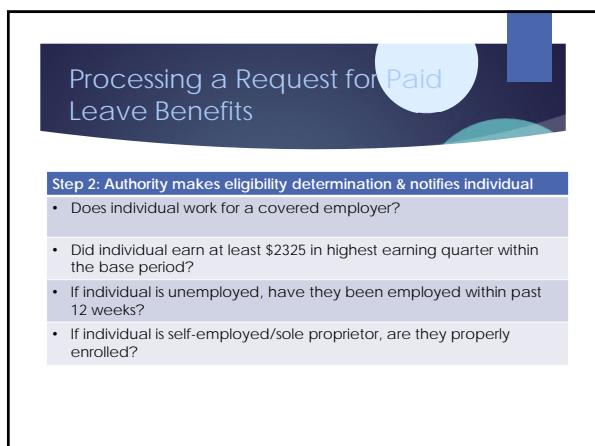
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# Processing a Request for Paid Leave Benefits

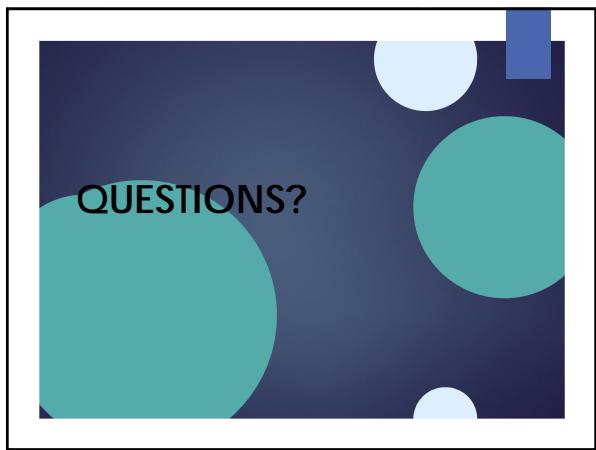
# Processing a Request for Paid Leave Benefits

## Processing a Request for Paid Leave Benefits

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