

PFMLIA RESPONSIBILITIES

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Responsibilities: 1/1/20 – 1/1/21

Administration

- Develop budget
- Develop & implement staffing plan
- Develop administrative policies & procedures

Outreach

- Develop informational materials & references
- Engage in stakeholder meetings
- Develop website

Operations

- Prepare to collect contributions
- Prepare for claims administration
- Develop application process for private plans and begin processing applications

Operations: Prepare to Collect Contributions

- ▶ Decide on solution(s) for processing contributions through payroll deductions
 - ▶ Solution must work for large employers, small employers, sole proprietors, & third-party providers
 - ▶ Solution must include functions for identifying and tracking non-compliant employers and voluntary plan employers
 - ▶ Solution must be able to integrate with claims administration & benefit payment solution(s)
- ▶ Engage in procurement process for solution
- ▶ Build / procure and test solution
- ▶ Train staff & users on how to operate solution
- ▶ Create help desk functionality
- ▶ Establish audit and enforcement procedures

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 & procedures as needed

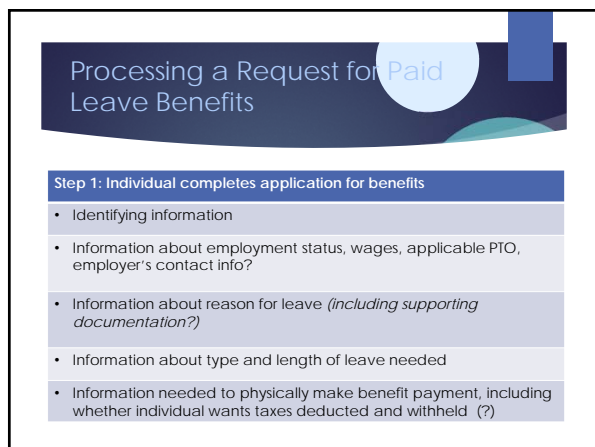
Outreach

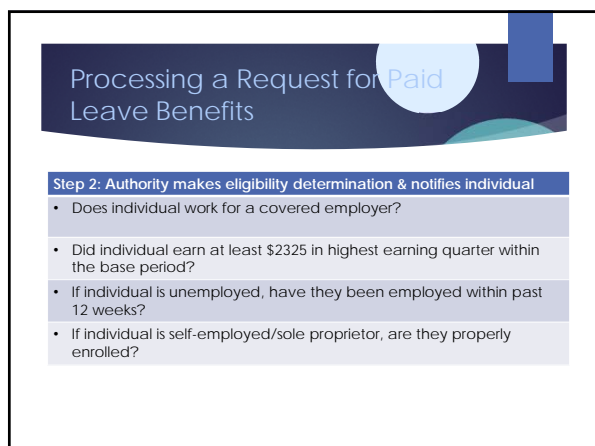
- Refine & expand informational materials & references
- Continue to engage in stakeholder meetings
- Refine & expand website

Operations

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







Processing a Request for Paid Leave Benefits

Step 3: Authority determines if individual has already exhausted paid leave benefits for the leave year or is otherwise precluded from receiving benefits

- Authority validates whether individual has collected any benefits from the Authority within the "twelve month period" and if so, how much
- Authority notifies individual how much of the 12 weeks, if any, are available
- If the benefits have been exhausted, Authority notifies individual when the new "12 month period" will begin
- Authority validates whether the individual has been barred from receiving benefits due to past fraud
- If individual has been barred, Authority notifies individual when prohibition will be lifted

Processing a Request for Paid Leave Benefits

Step 4: Authority determines if request is for a qualifying reason

- If reason for leave is self-care or caregiver – does the affected individual have a serious health condition?
- If reason for leave is self-care – is the individual receiving W.C. benefits?
- If reason for leave is caregiver – does the relationship fall within statutory parameters?
- If reason for leave is bonding – is leave within 1 year of birth or placement?
- If reason for leave is military exigency – does stated reason (and length of leave) fit within the statutory parameters?
- If reason for leave is family violence – does stated reason fit within the statutory parameters?

Processing a Request for Paid Leave Benefits

Step 5: Authority reviews supporting documentation for sufficiency

- Is medical certificate from a qualified health care provider?
- Does the medical certificate include sufficient information to determine that affected individual has a serious health condition?
- Does the medical certificate include sufficient information to substantiate length of leave requested, including frequency and duration of intermittent/reduced schedule leave?
- If family violence leave, does documentation substantiate reason and length of leave requested?
- If qualifying exigency leave, does documentation substantiate reason and length of leave requested?

Processing a Request for Paid Leave Benefits

Step 5A: Authority notifies individual that documentation is insufficient

- Authority provides detailed explanation of insufficiencies to individual
- Individual provides supplemental documentation
- Authority reviews supplemental documentation

Processing a Request for Paid Leave Benefits

Step 6: Authority makes determination about application

- Authority makes decision to approve or deny application
- If approved, Authority determines benefit amount based on individual's subject earnings as compared to benefits cap
- Authority offsets amount of any applicable PTO to determine benefit award
- Authority determines length of time the individual will receive benefits
- Authority notifies individual of determination
- Authority issues payments

Processing a Request for Paid Leave Benefits

Step 7: Authority monitors usage

- Individual or employer notifies Authority when leave begins and ends, as well as intermittent or reduced leave usage
- Individual or employer notifies Authority of any changes in amount of leave needed or in the schedule of leave usage
- Individual or employer notifies Authority of any changes in PTO
- Authority audits usage
- Authority notifies individual if, for any reason, individual needs to provide updated information
- Authority solicits customer feedback to assess customer satisfaction and engage in process improvements