

**HELPFUL HINTS TO THE EMPLOYER REGARDING
PAID FAMILY LEAVE CLAIMS**

CLAIMS CONTACT INFORMATION:

EMAIL: claims@sslicny.com

PHONE 800-477-0087 * **FAX** 585-398-2854

MAILING ADDRESS: Standard Security Life Insurance Company of NY P.O. Box 25339 Farmington, New York 14425-0339

HOURS OF OPERATION: 8:30 AM - 4:30 PM MONDAY - FRIDAY

PLEASE NOTE:

- ☞ You or your employee should download all PFL claim forms from our website. The employer section of our claim form asks additional questions that are not found on the state form. These answers are needed to evaluate the claim.
- ☞ You must fully complete all items on the PFL-1B and keep a copy for your records. This should not be filled out prior to the leave date. If the PFL-1B is pre-filed, it will need to be recompleted once the leave has started.
- ☞ Claims must be filed within 30 days of the date of leave. Claims not made timely may not be paid.
- ☞ Requirements for filing leave for each leave type are on our website. You can find a summary chart here: https://www.sslicny.com/pdf/CLAIM_CERTIFICATION_CHART.pdf. We suggest you download a copy for reference.
- ☞ Remind employees requesting intermittent leave that claims must be submitted to us within 30 days of the date taken. If claims are not made timely, they may not be paid.
- ☞ If you, the employer, is seeking reimbursement for dates of leave taken by your employee, you must check the box on the application and submit it to us within 30 days of the date taken.
- ☞ If there is more than a three (3) month time period between the last date paid on a claim and the next day requested, the employee must file a *new* claim for benefit consideration.
- ☞ Your employee cannot collect short term disability, unemployment, or workers' compensation benefits at the same time as paid family leave.
- ☞ Your employee's job is protected under PFL just like it is under FMLA.

****VERY IMPORTANT****

- ☞ If your employee returns to work at any time during their paid family leave, you must notify us immediately to avoid an overpayment on their claim.
- ☞ If your employee quits/resigns/retires prior to filing, or during their paid family leave, **notify us immediately.** Once they are no longer an active employee, they are not eligible for paid family leave.

Register and/or sign in to run the following PFL reports available on our website www.sslicny.com:

DBL/PFL Claim Status and Summary Report

PFL Claims Approval Report

PFL Claims Statistics Report

PFL Claims by Status

THANK YOU FOR ALLOWING US TO SERVE YOU