

Helpful Hints to the Employer Regarding Paid Family Leave Claims

Claims Contact Information

Claims Email claims@sslicny.com

Phone 800-477-0087 | **Fax** 585-398-2854

Mailing Address

Standard Security Life Insurance Company of New York
Disability Claims Department
PO Box 25339
Farmington, New York 14425-0339

Hours of Operation 8:30am - 4:30pm (Monday - Friday)

Please Remember

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 **after** the date of the employee's leave 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 re-completed 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.

Intermittent leave dates taken by your employee must be submitted to us for benefit consideration using the Intermittent Leave Date Certification form. This is available on our website.

****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 reports available on our website www.sslicny.com:

PFL Claim Status and Summary Report

PFL Claims Approval Report

PFL Claims Statistics Report

PFL Claims by Status Report

Thank You For Allowing Us To Serve You