

Question	Question Posted by	Paid Leave Response
Is the state prepared with adequate staffing for January to have an avg. wait time of less than 3 minutes since the abandonment time is 3:08?	Megan Newton	The staffing allocations that we have now is all that we are allocated to have within the current budget. Given that Paid Family and Medical Leave is a brand-new program we do not know what the call volumes will be in January. We will be monitoring our phone times and our claims processing work daily and making whatever adjustments we can to deploy our team appropriately.
What is the response time for emails? Do you have an expectation for # of days it takes to respond to emails in the inbox?	Megan Newton	Our goal is to respond to emails as quickly as possible. Generally, we respond within five business days.
Did you update the language on the calculation page to remind employers to write down the number before proceeding to the pay point site?	Maggie Humphreys	We are working to have the system transfer the number over to the PayPoint site automatically. We hope to have this done before most employers report for the 4 <sup>th</sup> quarter of 2019, but definitely before reporting for the 1 <sup>st</sup> quarter of 2020.
will you publish the planner guide to all on call?	Patricia Loomis	It is posted <a href="#">on the website</a> (as of 11/19)
Are the days to process claims calendar or business days?	Jshearer	Calendar days.
with the current staffing plan- how many claims can be processed per day and per month	Megan Newton	We expect to be able to process 6,000 claims in the month of January and will monitor our volume and determine if there is any additional capacity that we can gain by leveraging additional Paid Family and Medical Leave resources or altering the deployment of resources on phones.
Does an employee on a continuous leave have to submit a claim weekly? Or is this an example of an intermittent claim?	Megan Newton	All employees must submit a weekly claim in order to receive payment regardless of whether the leave is continuous or intermittent.

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Is there an updated timeline for communication materials, benefit guide, ER poster available?   when will all of the forms etc. be available to look at? trying to help employees but missing a big piece of information	Jshearer   Patricia Loomis	The Communications Products for Benefits 1.0 will be sent out: Planner Guides - Nov. 18; Benefit Guide - Dec. 30; Poster - Dec. 19; Website Refresh - Dec. 20 The dates above are all estimates. (answered via WebEx during meeting)
Can you share updates on the employer notification process? How will employers be made aware of an employee's claim and will they be notified each time leave is reported?	Marissa Mayfield	At this time, any current employer, as identified by the employee, will be sent a notification when an application for benefits is filed, regardless of if the employee plans to take leave from them. The letter will be mailed to the address on file and sent to the attention of HR/Payroll.
Will workers be able to send their completed application by fax? That may reduce time.	Wendy	Paid Family and Medical Leave is evaluating this suggestion.
will the state reduce benefit if the employee uses supplemental benefit	Patricia Loomis	No, we will not reduce their weekly benefit amount (WBA) for any hours considered to be a supplemental benefit. WBA will, however, be reduced if they are paid for any time off that is not considered as such.
Will the ESD be verifying any of the information that employees input to this form?	Tony Dulgerian	Paid Family and Medical Leave may validate information provided by an employee who is applying for benefits.
Are they submitting the weekly claim even for continuous claims?	Marissa Mayfield	All employees must submit a weekly claim in order to receive payment regardless of whether the leave is continuous or intermittent.
Speaking of Vol plans, are you encountering resource challenges currently for emails and voluntary plan applications? We have clients that have experienced delays in getting their voluntary plan applications	Marissa Mayfield	Our current expectation is to approve a voluntary plan within 30 days but depending on fact finding or additional requests or questions, this could take longer. Assuming PFML receives all information required from the employers, we expect to reach

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approved. We're concerned that some plans in your queue may not be approved in time for 1/1.		decisions on all new voluntary plan applications that had been submitted prior to 12/1/19.
Earlier in the rulemaking session, it was communicated that the minimum hours of missed work after satisfying the waiting period was 8 hours and that they did not have to be consecutive (and the minimum amount of leave that could be claimed would be in one hour increments) Is it confirmed that it is 8 consecutive hours, both during the waiting period and after becoming benefit eligible?	Jshearer	The minimum claim duration in any week claimed is 8 consecutive hours. So long as the 8 consecutive hours minimum claim is met, other hours claimed during the week do not have to be consecutive. (RCW 50A.15.020(2)(c), WAC 192-620-005)
Is this a good forum to get questions answered. The voluntary plan process and employer claims process are both key concerns but were not addressed during this call	Marissa Mayfield	<p>Our Advisory Committee meetings are open to the public. Generally, we do not have time on the agenda to address all the questions attendees may have. While we strive to answer as many as we can, we can't guarantee that we will have time after conducting the business outlined in the agendas. But, we do have other forums specifically designed to answer questions.</p> <p>You can always email or call the Customer Care Team at <a href="mailto:paidleave@esd.wa.gov">paidleave@esd.wa.gov</a> or 833-717-2273. You can also join a webinar, found at <a href="http://www.paidleave.wa.gov/events">www.paidleave.wa.gov/events</a>. The webinars are focused on employers using the state plan, not a voluntary plan but we do our best to answer all questions that come in.</p>