

Washington
Paid Family & Medical Leave

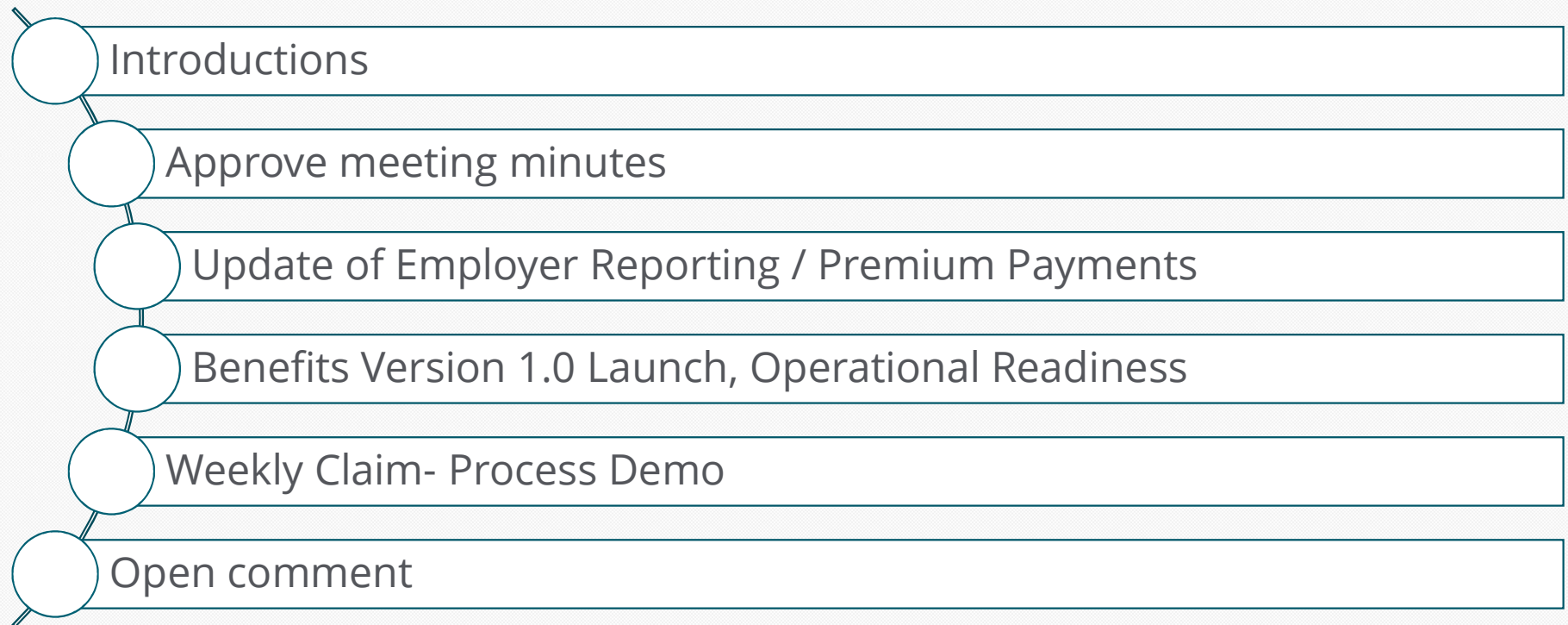


Advisory Committee Meeting

November 13, 2019



Presentation overview



Introductions

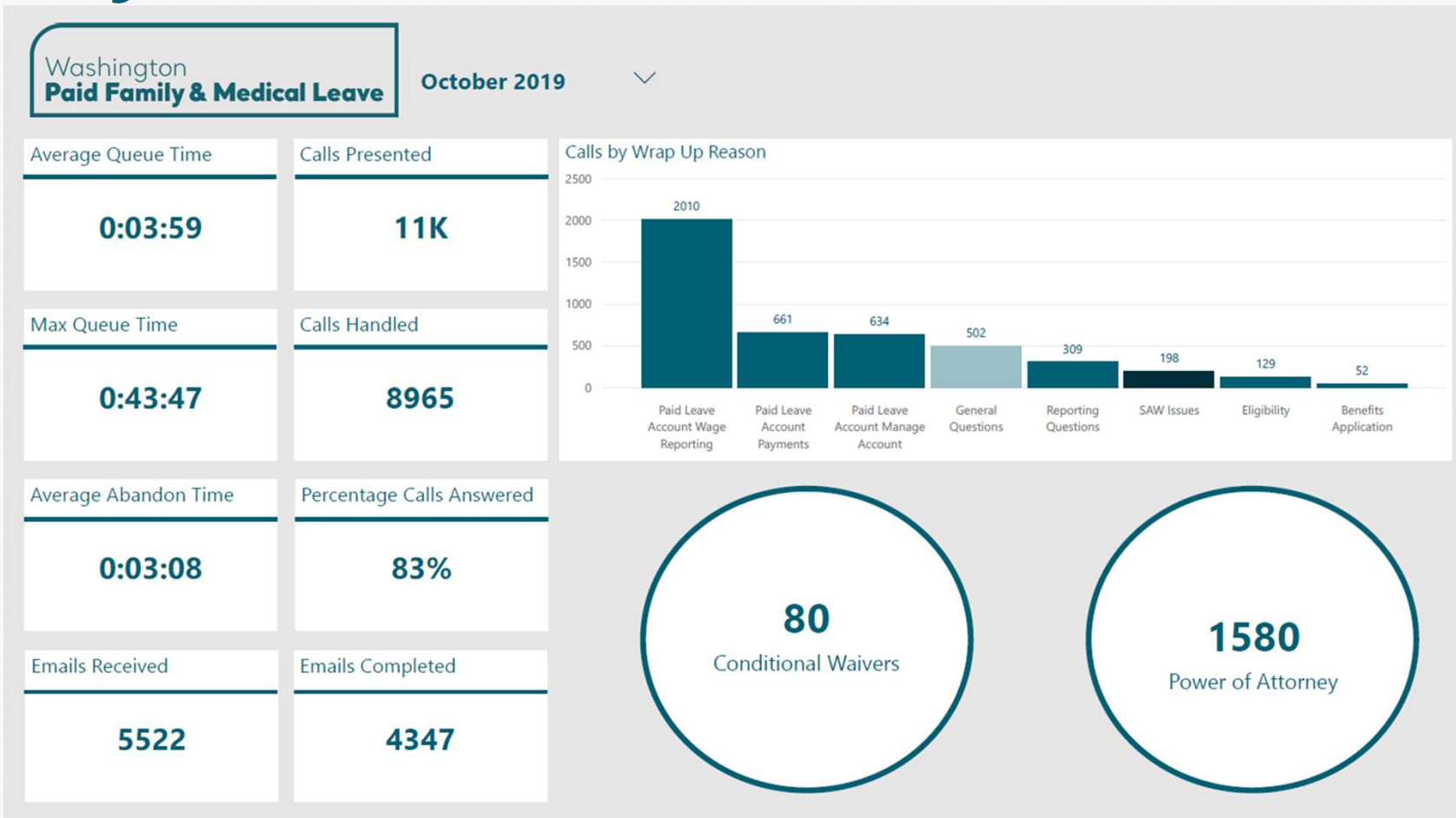
- Advisory Committee
- In-person attendees

(Note: We will use the conference call feature to identify who is on the phone rather than announcing during meeting)

Approve October minutes

- Discussion

Monthly Dashboard



Monthly Dashboard

Washington
Paid Family & Medical Leave

Year to Date as of 10/31/2019

Emails Received

9095

Emails Completed

7918

Power of Attorney

23K

Conditional Waivers

1213

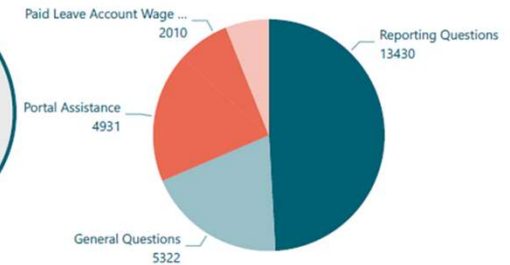
Voluntary Plans

386

Percentage Calls
Answered

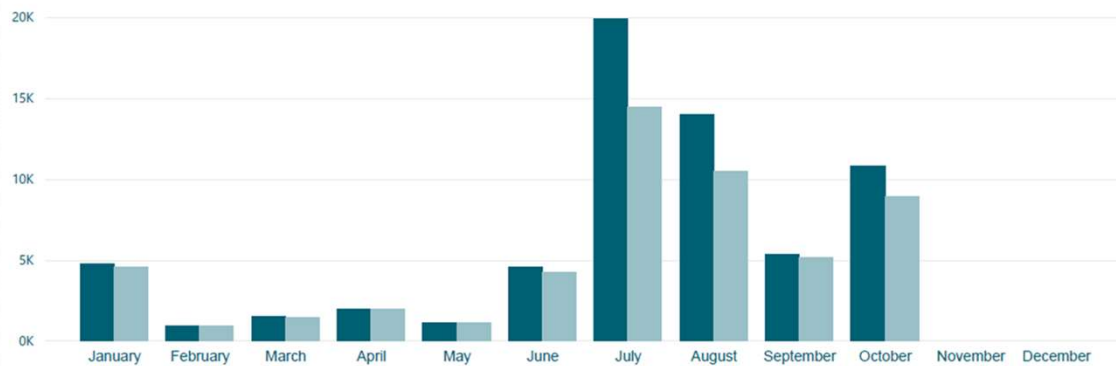
82%

Wrap Up Reasons



As of 10/14/2019 wrap up codes changed.

Calls Presented and Handled



Total Call Presented

65K

Average Queue Time

0:02:41

Total Calls Handled

54K

Max Queue Time

0:44:57

Total Calls Abandoned

11K

Average Abandon Time

0:01:56

July/August Compared to October

July/August Average

Avg Wait Time	Avg Handle Time
8:52	8:39

October Average

Avg Wait Time	Avg Handle Time
4:00	8:06



Avg Wait Time

-55%

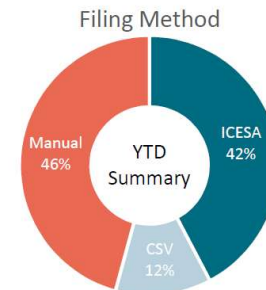
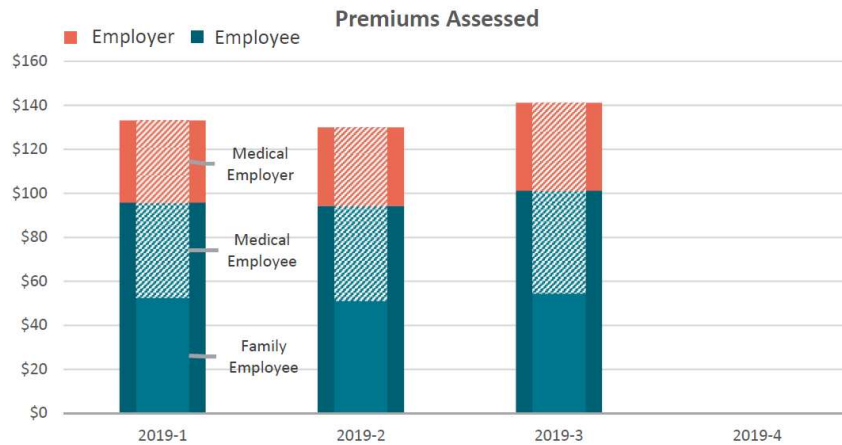
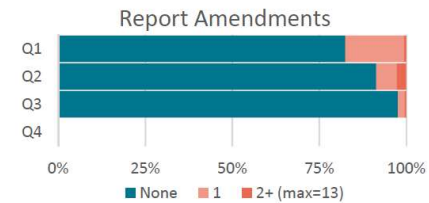
Avg Handle Time

-6%

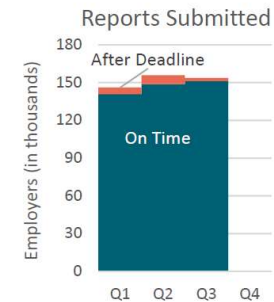
Reporting Summary as of 11/6

Paid Family and Medical Leave Quarterly Reporting Summary 2019

	Q1	Q2	Q3	Q4
Employers	145,821	155,486	152,000	
Employees				
total employer-reported	2,904,095	3,188,672	3,494,921	
WA workers				
counted once across jobs	2,638,666	2,834,345	3,091,554	



	Q1	Q2	Q3	Q4	YTD
Total Premiums	\$132,985,699	\$129,823,531	\$141,049,802		\$403,859,031
Employer	\$37,186,426	\$35,489,873	\$39,912,042		\$112,588,342
Employee	\$95,799,272	\$94,333,657	\$101,137,759		\$291,270,689
Family (all employee)	\$52,405,663	\$51,084,740	\$54,401,964		\$157,892,367
Medical	\$80,580,035	\$78,738,791	\$86,647,837		\$245,966,663
Employer	\$37,186,426	\$35,489,873	\$39,912,042		\$112,588,342
Employee	\$43,393,609	\$43,248,917	\$46,735,795		\$133,378,322

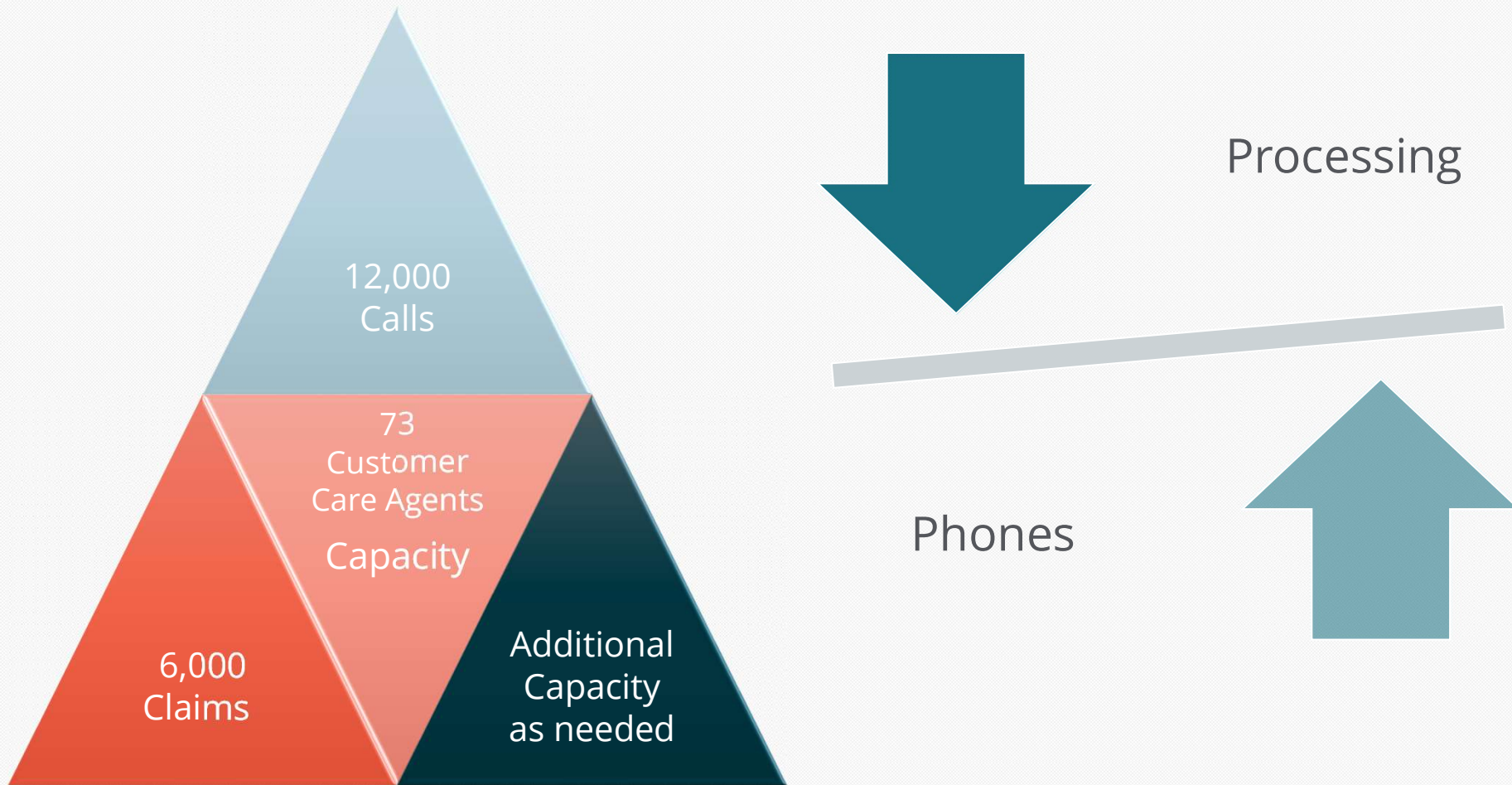


6 November 2019

Employer Reporting

Reported Challenge	Action
Printing reports – full detail of exactly what employer entered/upload an a summary report of submission	Technical fix for this issue that will allow users to see what they have filed is close to rollout
Report & pay in one session – instant calculation	This is being addressed in a future release, this will make reporting and paying faster for employers
Print/view summary balance and payment info – by quarter, itemized. Both current and past payment history information	Operations has a current workaround for this issue, changes are being done on the payment site.

Balancing Resources to Meet Demand



Weekly Claim- Process Demo

Employee Homepage: Post Application

Home

Add/Switch Account

Name

Hansel A Gretel

Customer ID

F00119GTQQ

Current Claim

Once you apply, your application becomes a claim. Click "View Application" to download a copy of the information you submitted.

If your application requires supporting documents and you haven't uploaded them yet, or if our Customer Care Team asked you to submit additional documents, you can do so by clicking "Upload Document(s)".

Your application cannot be processed until you upload a proof of identity. For a list of acceptable documents, go to [paidleave.wa.gov/workers](#).

Claim ID	Claim Type
F00119GTQQ-1	Medical
Claim Status ⓘ	Approved Leave Duration
Submitted	

View Application

Upload Document(s)

Weekly Claims

Once your claim is approved, you can apply for weekly claims after the Saturday of every week.

No weekly claims available.

Take Action

[Update Contact Information](#)

[Provide Proof of Identity Document\(s\)](#)

[Update Payment Preference](#)

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Employee Homepage: Weekly Claims

Name
Hansel A Gretel

Customer ID
F00119GTQQ

Current Claim

Once you apply, your application becomes a claim. Click "View Application" to download a copy of the information you submitted.

If your application requires supporting documents and you haven't uploaded them yet, or if our Customer Care Team asked you to submit additional documents, you can do so by clicking "Upload Document(s)".

Claim ID
F00119GTQQ-1

Claim Status ⓘ
Approved

Claim Type
Medical

Approved Leave Duration
03/07/2019 - 08/15/2019

[View Application](#) [Upload Document\(s\)](#)

Weekly Claims

Once your claim is approved, you can apply for weekly claims after the Saturday of every week. "Start Weekly Claim" button is enabled when a weekly claim is available for certification. Upon clicking the "Start Weekly Claim" button, you will be able to submit the first available weekly claim.

Week of Claim	Submission Date	Status
03/03/2019 - 03/09/2019	11/08/2019	Submitted
03/10/2019 - 03/16/2019	11/08/2019	Submitted
03/17/2019 - 03/23/2019		
03/24/2019 - 03/30/2019		
03/31/2019 - 04/06/2019		
04/07/2019 - 04/13/2019		
04/14/2019 - 04/20/2019		
04/21/2019 - 04/27/2019		
04/28/2019 - 05/04/2019		
05/05/2019 - 05/11/2019		

24 records

← Previous

1

2

3

Next →

10 ▼

Start Weekly Claim

Take Action

[Update Contact Information](#)
[Update Payment Preference](#)

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Weekly Claim Filing

Provide Weekly Claim Information

Week Start Date
03/03/2019

Week End Date
03/09/2019


Questionnaire


Answer the below questions and click on "Submit" to certify your weekly claim.

Did you or will you receive workers' compensation or unemployment insurance benefits for the time period for which you're requesting leave?*

☐ Yes ☐ No

Hours worked during this period:*

Hours you were (or will be) paid for time off from your employer that is not considered a supplemental benefit payment during this period:* 

Have you missed at least 8 consecutive hours of work during this week?* 

☐ Yes ☐ No

Have you experienced a change that could impact the duration of your leave?*

☐ Yes ☐ No

Paid Family and Medical Leave may share and receive information about you (or your claim) with other agencies, departments, or your employers. We may need to verify information you provide and may request additional information as needed.

If you misrepresent yourself, or knowingly withhold information from us, it will be considered fraud. If you provide inaccurate information, we may deny your benefit application or require that you pay back benefits you were given. You could face fines or criminal prosecution.

☐ I consent to the disclosure of my information and agree to answer the application questions truthfully.

Cancel

Submit

Weekly Claim Submission Confirmation

Weekly Claim Submission Confirmation

You have successfully submitted your weekly claim for the week **03/03/2019 - 03/09/2019**. You can always check the status on your homepage.

[Home](#)

For the good of the order: open comment

Next meeting Wednesday, December 19, 2019

Continue the conversation

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Visit us online at
www.paidleave.wa.gov



Join our listserv at
bit.ly/PaidLeaveList



Ask questions and make
comments on our public forum
at bit.ly/CommentForum

Voluntary plan update

As of 11/07/2019

388 preliminary applications

47 medical

29 family

312 both



336 completed applications received



308 applications fully processed

251 approved

33 denied

24 withdrawn