

PAID FAMILY LEAVE

ROAD MAP FOR CAREGIVER LEAVE



Maria
(Employee)
Chris' employee



Chris
(Employer)
Maria's Boss



Bob
(Care Recipient)
Maria's father



Dr. Cohen
(Care Provider)
Bob's doctor



ShelterPoint
(Insurance Carrier)

1. EMPLOYER NOTIFICATION

- Maria finds out that she needs to stay home to care for her father, Bob, while he recovers from a scheduled hip replacement surgery.
- Maria sends an informal written notification to her employer, Chris, **30 days before** her 1st day of taking Paid Family Leave, indicating the type and length/schedule of Leave.



2. PREPARING FOR THE LEAVE

- Chris has time to make necessary arrangements (look for temps, etc.)
- He can give Maria the claim forms or ask her to download them at: www.shelterpoint.com/pfl

Paid Family Leave starts

Care for a family member with a serious health condition



3. TEEING UP THE PAPER-WORK

Maria gets all necessary forms completed and collects all required documents specified on the forms.

REQUEST FOR PAID FAMILY LEAVE (FORM PFL-1)



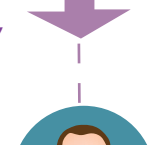
- Maria completes **PFL-1 PART A**.
- She sends it to Chris.
- Chris needs to complete **PFL-1 PART B** and return it to Maria **within 3 days**.



HEALTH CARE PROVIDER CERTIFICATION (FORM PFL-4)



- Maria completes her part on **PFL-4**
- She sends it to Dr. Cohen.
- Dr. Cohen received **PFL-3**, so now he can release Bob's personal health information, and certify his serious health condition on **PFL-4**.
- He returns it to Maria.



RELEASE OF PERSONAL HEALTH INFORMATION (FORM PFL-3)



- Maria gives her Dad Form **PFL-3**.
- Bob needs to complete **PFL-3**. He sends it to Dr. Cohen.



4. CLAIM SUBMISSION

- Maria collects and sends the completed **PFL-1 & PFL-4** claim forms with all required supporting documents to ShelterPoint **within 30 days** of 1st day of her PFL.



Mail: PFL Claims
ShelterPoint Life
1225 Franklin Avenue, Ste. 475
Garden City, NY 11530



Fax: 516-504-6414



Email: claimforms@shelterpoint.com



5. CLAIM REVIEW

- ShelterPoint PFL Claim Specialist reviews all claim information.
- If some information is missing, Maria will be notified and then needs to submit the requested information.
- Maria can check her claim status by calling **800-365-4999**.

6. BENEFIT CHECK



- Eligible claims that are submitted on time and properly completed are **paid within 18 days of receipt**, otherwise, **within 18 days of submission of missing information.***

*Applies to claims submitted timely within 30 days of 1st day of the PFL leave taken. There are several factors that determine eligibility to receive benefits. Learn more about coverage eligibility, benefit eligibility, and eligibility to receive benefits [in this article](#). In the event of conflicting information with the policy, the policy will take precedence over what is shown in this material.

Visit www.shelterpoint.com/pfl or email us at pflquestions@shelterpoint.com.