

Frequently Asked Questions About Filing A Claim for New York Paid Family Leave

The following questions and answers will help you file a New York Paid Family Leave (PFL) claim with The Standard Life Insurance Company of New York (The Standard). The steps outlined below will enable you to access our efficient claims services quickly and easily.

When Should I Report A Claim?

Report a claim as soon as you believe you will be absent from work to bond with a new child, to care for a family member with a serious health condition or to take care of family needs when a close relative is called to active duty. If you are uncertain about how long you will be absent or whether you should file a claim or not, we suggest that you file your claim. This offers you some peace of mind and allows for The Standard to begin its review and issue a timely payment if appropriate. You may report a claim up to four weeks in advance of a planned absence, anytime the need for leave is foreseeable. If the need for leave is not foreseeable, you should file your claim as soon as is reasonably possible.

How Do I File A Claim?

To file a claim, contact your benefits administrator or go to the links below to download, complete and print a NY PFL claim packet.

Paid Family Leave (PFL) - Bonding Packet - SUNY
standard.com/eforms/sny19378_430237.pdf

Paid Family Leave (PFL) - Care of Family Member Packet - SUNY
standard.com/eforms/sny19379_430237.pdf

Paid Family Leave (PFL) - Assist Family Members - Military Qualifying Event Packet - SUNY
standard.com/eforms/sny19380_430237.pdf

A typical application for PFL benefits contains the following documents:

- PFL Checklist
- Employee and Employer Statement (PFL-1)
- Certification of Leave

When I Report My Claim, What Information Will I Need To Provide?

You will be asked to provide the following information — in addition to other questions about your absence:

- Employer Name: **State University of New York (SUNY)**
- Group Policy Number: **430237**
- Name and Social Security number
- Reason for leave
- First date of absence or planned absence
 - Continuous Leaves: First date of absence or planned absence with a known or estimated end date.
 - Intermittent (Periodic) Leaves: First date of absence or planned absence through the length of time you plan to use intermittent leave. If you have a list of planned absences for the first month, please list them accordingly.

Where Do I Send The Completed Forms?

Completed forms may be mailed to:

The Standard Life Insurance Company of New York
P.O. Box 4160
Portland, OR 97208

Or if you prefer, you may fax completed forms to our office at 866.752.4037.

How Long Does It Normally Take To Make A Claim Decision?

Once The Standard receives the required paperwork, which includes, the completed Employee and Employer Statement (PFL-1) and the necessary certification paperwork, The Standard has 18 calendar days to make a claim decision. If the claim is denied, you will receive instructions on how to submit an appeal.

If My Claim For Benefits Is Approved, How Long Will It Take To Receive My First Check?

PFL benefit payments are paid in arrears on a weekly basis. If you file in advance for an upcoming leave, benefits will not be payable until after your leave begins and the date of leave is confirmed. PFL benefit payments that are payable for retroactive claims will be mailed following claim approval. PFL benefit checks will be mailed directly to your residence.

Who Should I Call With Questions About My Claim?

If you have already filed a claim, please call The Standard's toll-free number, 833.786.5638. If you are looking for general information, please contact your benefits administrator.

How Do I Report An Intermittent (Periodic) Absence?

When you miss time associated with an intermittent leave, please call The Standard at 833.786.5638 to confirm each day of absence. This is the case even if you provide future dates you plan to use. You will also need to follow usual and customary notice procedures with your campus.

You may also report intermittent absences by calling our 24/7 Interactive Voice Response (IVR) system by following the below steps:

1. Contact our IVR line at 800.426.4332.
2. Say "Report a Leave" when you are asked how we can help you.
3. Enter your leave number (this is located on your approval letter) when prompted.
4. Follow the prompts for other key information, including your date of birth and the date(s) of your request for additional leave.

Your request for additional time is subject to review and approval by The Standard.

If I Report My Claim for a Future Date, What Steps Are Needed Once I Use Those Absences?

You may report a claim up to four weeks in advance of a planned absence for continuous and intermittent leaves. It is your responsibility to confirm all absences reported before benefits can be issued on an approved claim.

- For intermittent leaves, once the leave is approved, you will need to contact us to report intermittent absences as you use them.
 - For intermittent absences reported in advance, The Standard will confirm your absence took place by calling or emailing you directly.
 - Multiple absences can be confirmed at one time within a four week period.
- For continuous leaves filed in advance, The Standard will confirm your absence took place by calling or emailing you directly.

Who Is Responsible For Notifying SUNY Of My Absence?

It is your responsibility to follow the normal State University of New York absence reporting procedures by notifying your campus of your absence.

Are NY PFL Benefits Taxable?

We strongly suggest employees contact their tax advisor for any tax advice. NY PFL benefits are considered taxable.

The Standard mails 1099-M forms to employees who received NY PFL benefit payments during the year, these are typically mailed by the deadline of January 31st each year for the prior calendar year. Employees can request copies of these 1099-M forms from The Standard if these have not been received or were lost.