



New York State Paid Family Leave (PFL) Process Steps

Action Item	Remarks
1. Employee requests a leave request	<i>As with all leaves, an employee must inform his/her supervisor of a leave request</i>
2. Departmental HR Contact reviews the request to determine type of leave(s) event	<i>The department will review whether the leave request is for care of a sick family member, bonding with a new child or military type leave to care for a family member</i>
3. If PFL type of event, the employee is instructed to contact New York Life	<i>The employee can call New York Life with the following phone 1-800-644-5567, 8 a.m.- 8 p.m. EST, Mon to Fri or online https://www.mynylqbs.com/auth.</i>
4. Employee contacts New York Life	<i>New York Life will ask the employee for relevant information and send a form to complete as well as items such as direct deposit forms</i>
5. Departmental HR Contact completes and submits the request using the Qualtrics Paid Family Leave form	<i>The Qualtrics PFL Form should be completed with the employee and submitted electronically to the Leave Management Office. The form should be filled out in its entirety and includes basic information about the employee, as well as the use of paid leave such as vacation, sick time and personal days</i>
6. New York Life will contact Leave Management to request required employer statement	<i>Leave Management will have the statutory three days to submit required information to New York Life</i>
7. Leave Management will complete the employer statement as required by NYS law	<i>If there is additional information that New York Life needs to complete a claim, Leave Management will contact the department</i>
8. Leave Management will monitor all PFL leaves and will serve as a liaison between the department and New York Life	<i>Leave Management will reconcile leave notifications received from departments with the approval/ denials received from New York Life</i>
9. Leave Management will send notifications to departments once a determination has been made regarding the leave	<i>Leave Management will send an email notification with the approval/denial, duration of leave (if approved), and the action codes for the PAF</i>
10. Departmental HR Contact submits PAF to process the PFL leave	<i>Departments will submit a PAF to place the employee out on leave by using codes provided by Leave Management. Please note that the approval notification must be submitted to HRPC along with the PAF.</i>