

PAID FAMILY LEAVE

ROAD MAP FOR MILITARY EXIGENCY LEAVE



Joy
(Employee)
Mia's employee



Mia
(Employer)
Joy's Boss



ShelterPoint
(Insurance Carrier)

1. EMPLOYER NOTIFICATION

- Joy's husband is going to be home for Rest and Recuperation, so she wants to spend quality time with her husband.
- Joy sends an informal written notification to her employer, Mia, **30 days before** her 1st day of taking Paid Family Leave, indicating the type and length/schedule of Leave.



2. PREPARING FOR THE LEAVE

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

Paid Family Leave Starts

Attend to family matters due to a qualifying military exigency



3. TEEING UP THE PAPER-WORK

REQUEST FOR PAID FAMILY LEAVE (FORM PFL-1)



- Joy completes **PFL-1 PART A**.
- She sends it to Mia.



- Mia needs to complete **PFL-1 PART B** and return it to Joy **within 3 days**.



MILITARY QUALIFYING EVENT (FORM PFL-5)



- Joy completes **PFL-5**.



- Joy prepares all required documents specified on the form.



4. CLAIM SUBMISSION

- Joy collects and sends the completed **PFL-1 & PFL-5** 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, Joy will be notified and then needs to submit the requested information.
- Joy 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**.

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