

# The User Guide

For users who want to use a website to check on their claim for Connecticut Paid Leave Benefits



**Last updated February 2023**

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AGC2201106R1

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## Introduction

Aflac manages your Connecticut Paid Leave on behalf of the Connecticut Paid Leave Authority and this is a general guide on how to use our website to find information on your claim for benefits. (Please see the materials found on [ctpaidleave.org](http://ctpaidleave.org) for information about the rules and people who are eligible for the program.)

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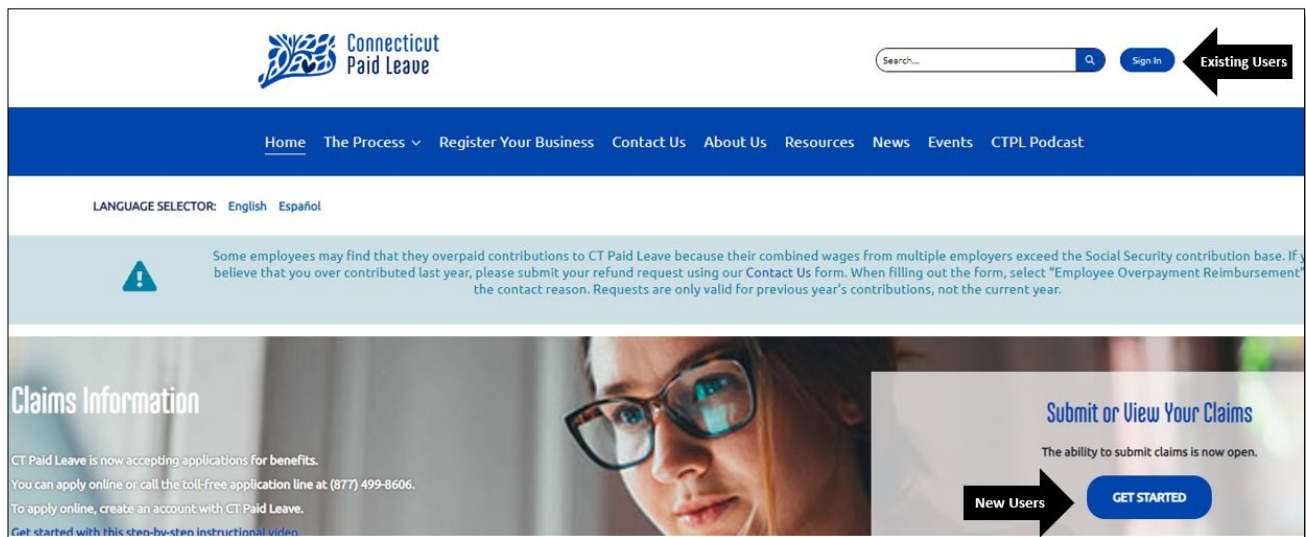
# Logging in to the User Portal

(The following images may differ and the guide will be updated regularly)

Your Connecticut Paid Leave portal houses your case information and is a place where you can start an application for CT paid Leave or find information about your case without having to make a phone call. You can register and log in to the website by visiting <http://ctpaidleave.org/>. You can also contact us 877.499.8606 between 8 a.m. and 8 p.m. ET, Monday through Friday.

If you are a new user, click “Submit or View your Claims – Get Started” to create an account on CT.gov.

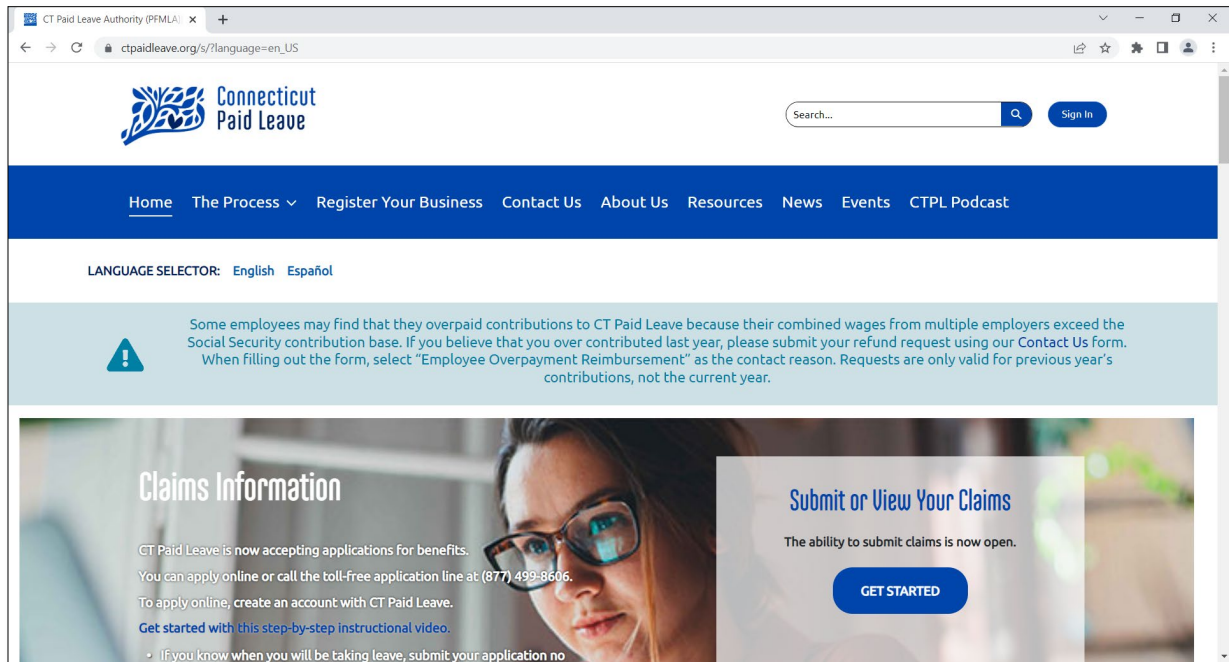
If you have already set up an account, click “Sign In” at the top of the page next to the search bar.



**If you are an existing user** (you previously registered for an account with CT.gov), you will need to enter your username or email address and password then click the log in button.

A screenshot of the login form. The form is titled 'Log in' and contains two input fields: 'Username or email address' and 'Password'. Below the password field is a link for 'Forgot your username or password?'. At the bottom of the form is a blue button labeled 'LOG IN >'.

You will then be redirected to the CT Paid Leave website and go through a multi-factor authentication process..



**If you are a new user**, you will need to register for an account with CT.gov. Through this process, you will create a username and provide additional contact information.

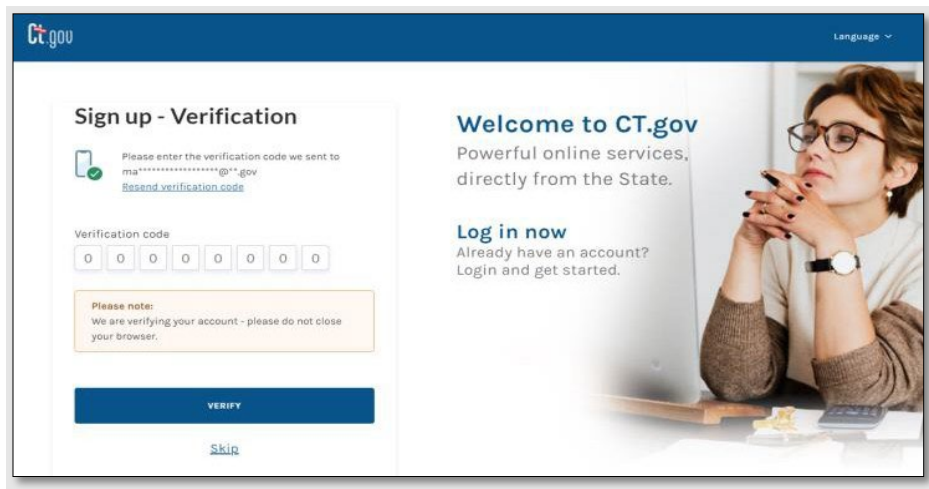
It is recommended that you use your personal email address when registering as a new user and not your work or business email. The email address should be specific to the employee or worker.



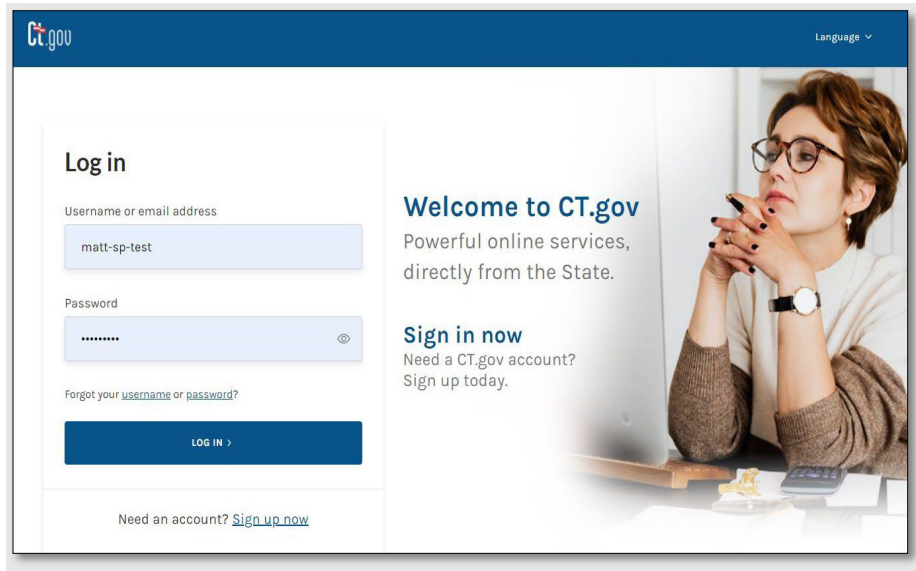
A summary of the information you provided will be displayed. You will need to confirm that you are not a robot by placing a check mark in the box next to the statement "I'm not a robot" and click "Submit".



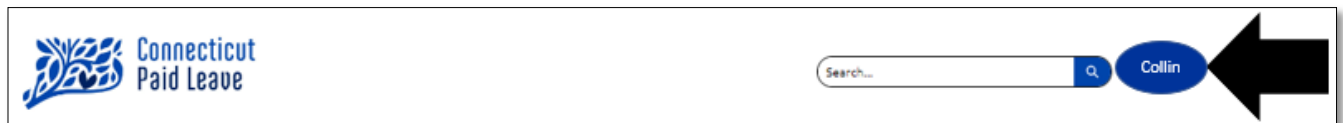
For security reasons, a multi-factor authentication screen will appear, and you will need to enter the verification code that was sent to your email and click verify. In addition, you can also configure multi-factor authentication that will send a code to your mobile phone number. You will be asked to enter the unique verification code that is emailed/text messaged to you each time you log in to your account.



Once the multi-factor authentication is verified, you will sign in using your username or email address and password.



You will then be redirected to the CT Paid Leave website. You will know you are signed in because your name will now appear in the blue button that previously displayed "sign in".

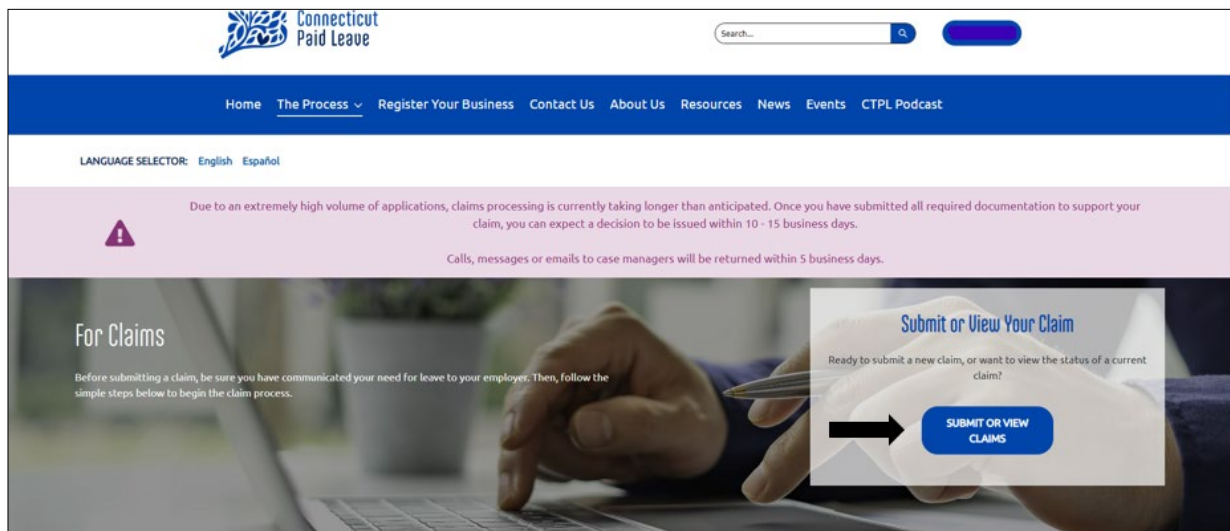
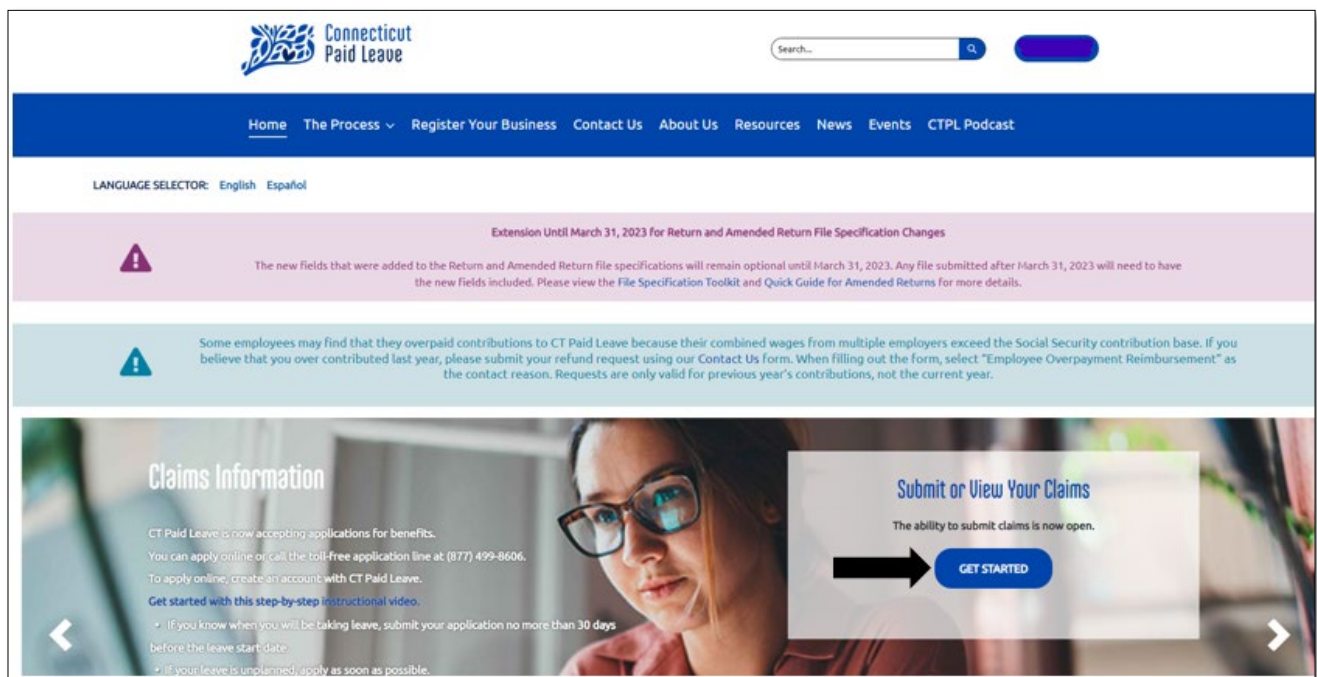


# Navigating from the CT Paid Leave Website to the User Portal

Once you have signed in using your username or email and password, you are taken to the Connecticut Paid Leave website. You should click on the “Submit a Claim” button.

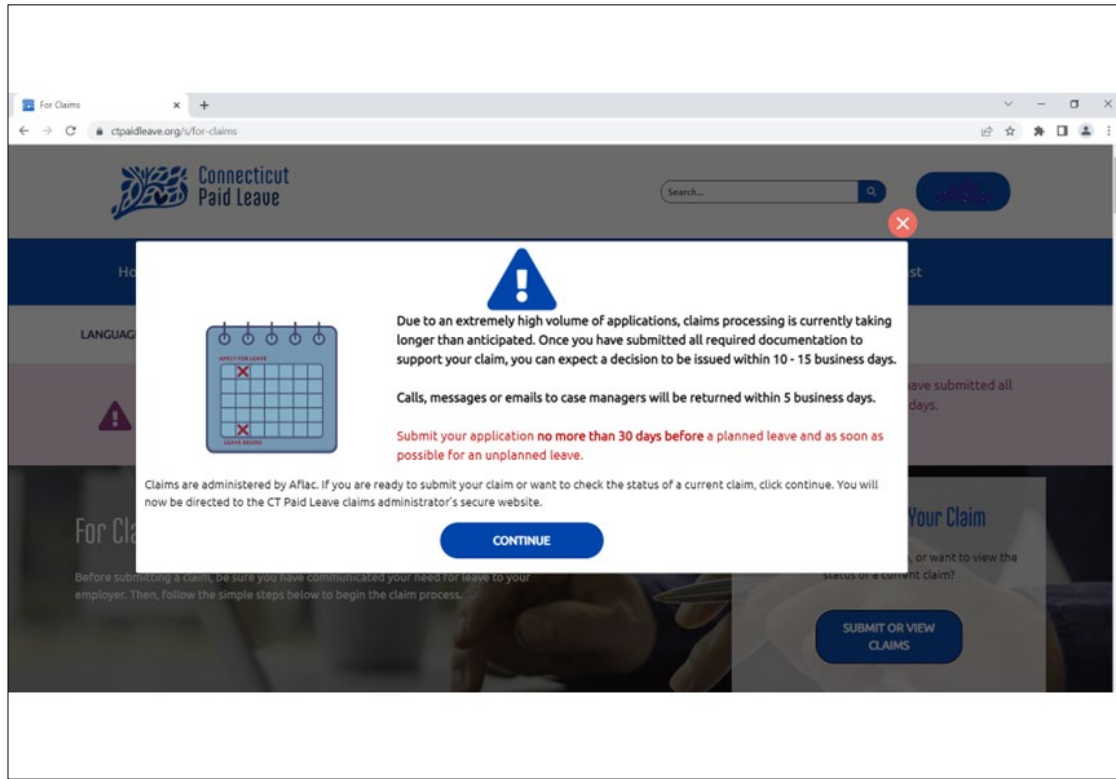
When you log in to your account, you will return to the page to where you first logged in/started on (which likely is the Home page). Click on the "Get Started" from the Home page, which will take you to the Claims page.

From there, you can click on “Submit or View Claims”.





You will receive an alert notifying you that you are being redirected to Aflac's website/portal.

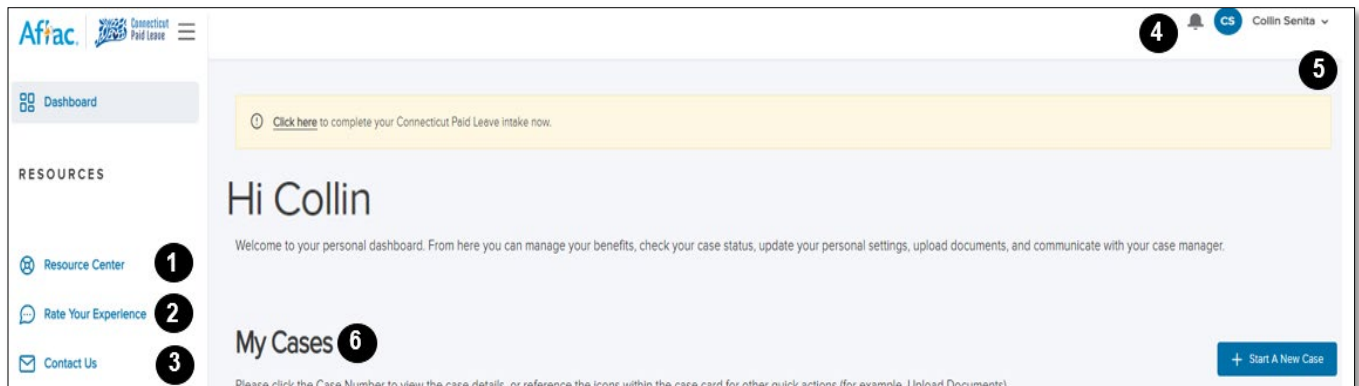


# Navigating the portal

Below are some instructions on how to find your way through the portal after you have been redirected to Aflac's site.

## Your Dashboard

Once you sign in, you will always see your Dashboard first, which looks like this:



Here, you will find:

1. **Resource Center:** Contains documents and forms, helpful links for the tax election forms, and FAQs
2. **Rate your Experience:** Allows you to provide feedback on your experience using the portal
3. **Contact Us:** Tells you how to reach Aflac
4. **Notifications:** Provides you with alerts or notifications related to your case
5. **Dropdown arrow for Account Settings:** Allows you to update your phone number, your communication preferences, and your payment choices
6. **Cases:** Lists all your cases (claims), as well as important dates and information

Once you're in, you have the option to:

**Start a Claim**

(Start a new  
CT Paid  
Leave  
application)

**Manage your  
account:**

Update your  
profile, tax  
withholding  
elections,  
communication  
preferences  
(email or US  
mail and text  
messaging),  
and access  
the Resource  
Center

**View the status of your case(s) and**

- Review any notifications which will appear at the top of your screen when something important has taken place on your case
- Report a date (dependent upon the type of paid leave you are taking)
- Add time to an existing case
- Upload documents to your case and view any documents you previously uploaded
- Send your Case Manager a message
- View your Case timeline, which has important dates and tells you where you are in the process
- Set up Direct Deposit and update your tax elections
- View your Case Payment History

## Start an Application for CT Paid Leave

- File your paid leave claim for benefits 30 calendar days before you expect your paid leave to start when you can (no more than 45 calendar days after your benefit start date unless there's good cause. Check the Connecticut Paid Leave website [here to find out what reasons are "good cause".](#) )
- Notify your employer that you have applied for paid leave. You will need to apply directly to your employer for job-protected leave under FMLA (FMLA is separate from CT Paid Leave).
- You can start your CT Paid Leave application either on the portal or by contacting us 877.499.8606 between 8 a.m. and 8 p.m. ET, Monday through Friday .

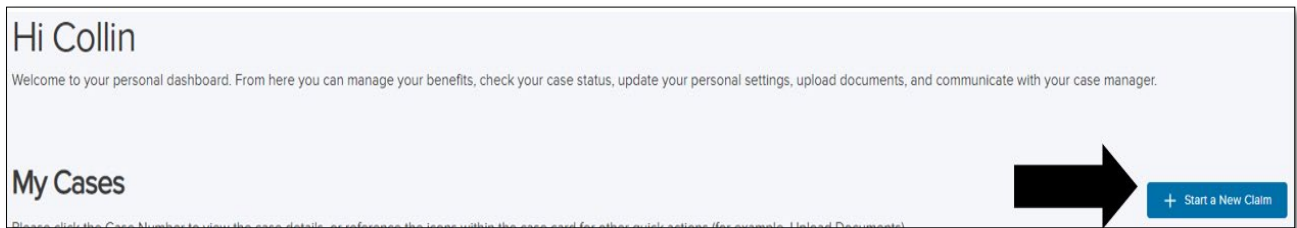
### Information you need (There may be additional questions depending upon the reason for your leave.)

- The reason: Why do you need time away from work?
- Employer Information: Employer contact name, email address and phone number
- The type of leave:
  - **Continuous:** If you are out of work for a single block of time, you'll need to provide the start and end dates of the time you'll be out of work along with your last day worked and the first date you were absent.
  - **Intermittent:** If you are out of work for a few hours a day or just a few days a week for the same reason, you'll need to provide the start date and end dates of the time you'll be or were absent.

*Note: If you already have an open intermittent case and would like to submit time for that case, check your Case Details page from the My Cases section on your dashboard where you can add time used for your case by using the 'Add Time' button.*

- **Reduced Schedule:** If you will work a reduced schedule while on leave, you'll need to provide the start date and end date of your request and the hours per day you will miss work
- The date you would like to begin to receive your paid leave benefits.
- Note: Check with your employer first - *Some require employees to use things like Paid Time Off prior to receiving paid leave benefits.*
- Other pay you get or benefits you've applied for related to this leave
- Communication choice: Select US Mail or Email. You also have the option to receive text messaging for important updates about your case
- Payment choice: You'll need to provide your bank information if you select Direct Deposit. You may also choose to receive a Visa Debit Card

From your Dashboard, you will see a button in the upper righthand corner of your screen to “Start a New Claim”.



**Helpful Tip:** The first question is “Are you enrolled with the CT Paid Leave Authority as a Sole Proprietor or Self-Employed individual?” which means, does the IRS require you to pay self-employment taxes (SE Tax) and did you enroll that way with Connecticut Paid Leave? Answering this question right helps us know which forms to send you.

Once you answer all the questions, you are assigned a case number. This is the case number you should use when contacting Aflac.

### Things to know

Report ANY change to us within 7 days (like the days off you need or the money you get from other places) by calling Aflac at 877.499.8606 between 8 a.m. and 8 p.m. ET, Monday through Friday. You can also use the portal to send your [Case Manager a message](#). In addition, you can email [CTPFL@aflac.com](mailto:CTPFL@aflac.com) or fax the request to 888.485.0973. Be sure to include your name and case number.

### After requesting your paid leave

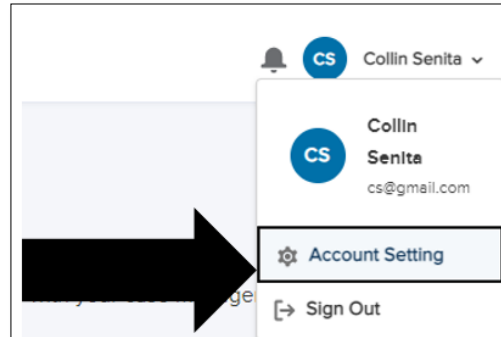
- You will be assigned a Case Manager.
- You will receive Notice of Application letter with forms and documents to complete and return to Aflac by the dates in the letter. Use the CTPL Application Supporting Documentation Dashboard in the Resource Center to help you with the forms.
- You can track your case online at <http://ctpaidleave.org/>. You will receive updates through letters, email and text messages (if you opt-in for emails and text alerts) when key decisions are made.

**It is very important to return the completed documents to Aflac. If Aflac does not receive the forms, your claim will be denied. There are sections on the forms that you need to complete and sections that may need to be completed by your employer or the healthcare provider. If you need additional time to complete and return the forms, contact Aflac and ask for more time.**


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## Update your email, phone number or mailing address

From your Dashboard, in the upper right corner of the page, you will see your name with a dropdown arrow. Click the dropdown arrow and click "Account Settings".



From the Account Settings, you will be taken to the Personal Information section. Click the arrow or > symbol next to the field to edit. To make changes, click on the arrow and click on "Update Profile" to save the changes.

Home Phone	971-420-6666	
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If there is a lock icon next to a field that means that is a field that you are unable to change.

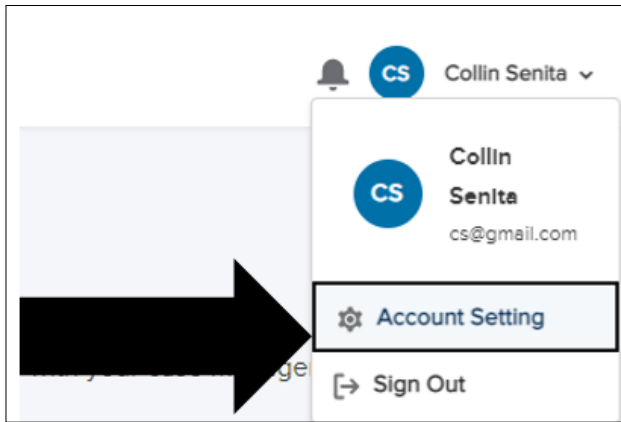
Collin Senita	This lock means you can not edit this field.	
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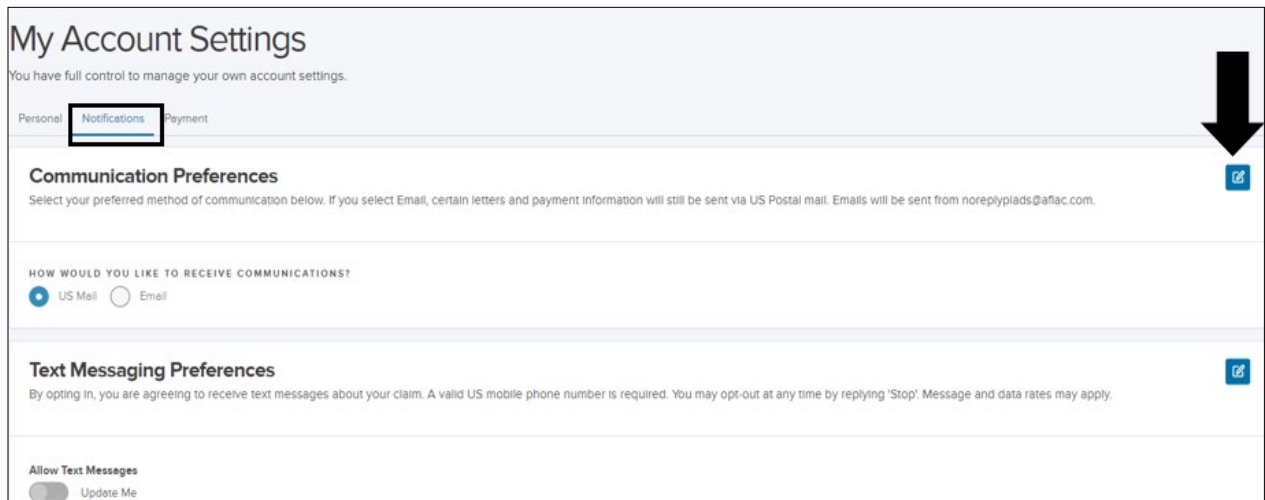
## Sign up for email communications or text messaging

From your Dashboard, you can make changes to your profile by clicking the dropdown arrow in the upper hand right corner next to your name.

Then click “Account Settings”.



You can change how you want to hear from us under the Notifications section. Go to the Notifications section towards the top of your screen, to make changes, click the edit icon found to the right of the field that you would like to update.



Once you have made your changes, click “Save”. Follow the same steps for any other options you want to update.

**Helpful Tip:** Enrolling in text messages allows you receive important updates such as: a decision has been made, documentation is available, documentation is due, your reconsideration was received or the case was closed.

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## Document Dashboard

The Document Dashboard is new functionality aimed at creating a better user experience in the portal. From your dashboard, select the claim that you would like to upload a document to by clicking on the hyperlink for the case number.

### My Cases

Please click the Case Number to view the case details, or reference the icons within the case card for other quick actions (for example,

Case Number	Date Created	Reason	Type	Start Date
<a href="#">00472990</a>	Dec 28, 2022	Your Injury or Illness	Absence - Continuous	Nov 30, 2022

From your case page under the Document section, a Document Dashboard will list all of the document categories that required for your paid leave reason and the documents received (required and not required) along with the status of each document.

### Within the Document Dashboard, you can:

- Determine which documents are required based upon your paid leave reason
- View which documents have been received or not received
- Obtain the status of your documents in real-time and if your document is incomplete, the reason why
- Upload a document to a required category or upload a document that is not required (W-4, Direct Deposit form, etc.)
- Upload multiple documents at the same time

**Note: The Document Dashboard will only display documents uploaded to the portal (including emailed, faxed, mailed) as of February 1, 2023, and after. If a document was uploaded or received prior, the document would show under Document History below the Document Dashboard. If no documents were received prior to the February 1, 2023 date and your case was created prior to this date, it will not show any required documents when documents are still required.**

> [Documents](#)

#### Document History

Below are historical documents that have been uploaded to your case. If you need to view previous documents please click the next / previous buttons below.

NAME	CATEGORY	SUBMITTED	SUBMITTED BY
<a href="#">C-EOB</a>	Other	7 months ago	System User
<a href="#">C-EOB</a>	Other	7 months ago	System User
<a href="#">C-EOB</a>	Other	7 months ago	System User
<a href="#">C-EOB</a>	Other	7 months ago	System User
<a href="#">C-EOB</a>	Other	7 months ago	System User

«Prev 1 2 Next»



## Fields within the Document Dashboard

**Document Dashboard**

If there are documents associated to your case they will be listed below. If there are any marked with a status of "Required", you can click the upload icon to the right of that row to upload that document. In addition, you can upload any document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if there is anything else that is needed.

**G**

∨ Documents

<b>A</b> CATEGORY	<b>B</b> NAME	<b>C</b> RECEIVED	<b>D</b> STATUS	<b>E</b> REASON	<b>F</b> UPLOAD
Identification (1)			Required		<input type="button" value="Upload"/>
> Employment Verification (2)	EE portal	Jan 17, 2023	In Review		<input type="button" value="Upload"/>
> Illness or Injury Certification Form (2)			Incomplete	Missing Information The cert was missing healthcare provider's signature	<input type="button" value="Upload"/>
W4 (1)	Phone	Jan 17, 2023	Complete		<input type="button" value="Upload"/>
W4S (1)	test	Jan 23, 2023	Received		<input type="button" value="Upload"/>
<b>A1</b> CATEGORY			STATUS		<input type="button" value="Upload"/>



- A. **Category:** A list that shows which document categories are required and not required; the required categories will be based upon your paid leave reason. If (A1) "Category" under Category, is used, you will be provided a dropdown to choose the category corresponding to your document.
- B. **Name:** The name of the document uploaded from your saved files
- C. **Received:** The date the document was uploaded to the portal or the date it was received by fax, email or sent by mail
- D. **Status:** The real-time status of the document
- **Required:** The default status for all required documents that have not been received
  - **In Review:** The status when a required category document is uploaded, faxed, mailed or emailed either by you, another party (like your employer) or by an Aflac team member, the system will automatically update the status from "Required" to "In Review"
  - **Complete:** Your Case Manager updates the document to this status once they review the document and determine it is complete; you can no longer upload a document to this category once it is in "Complete" status
  - **Incomplete:** The status that your Case Manager updates a document once they review the document and determine it is incomplete; when a reason is entered, the Reason column will then appear with the explanation
  - **Status:** The default status to add a document and category
  - **Received:** The status when a non-required document is uploaded, faxed, mailed or emailed either by the CT worker or by an Aflac team member
  - **Not Received:** The default status for all optional documents that have not been received
- E. **Reason:** If a document was marked incomplete by your Case Manager, the reason will display
- F. **Upload:** How you can upload a document to a Category name; you can also upload a new version of the document if the status is not "Complete"
- G. **Upload Documents:** Allows you to upload document that is required or not required but you will need to select the category corresponding to your document

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## Upload a document to a case


Before uploading a document, make sure you save your document or image to your computer or phone. You are able to upload the following file types: .doc, .docx, .jpg, .png, .tif, .pdf, .txt. The title of your file should state what type of documentation you are uploading. For example, if you are uploading a copy of your Driver's license, you should title it as "CT Driver's license".

There are different ways you can upload a document to your case.

1. Using the [Document Dashboard](#) provides the best user experience. Documents can be uploaded by using the Upload icon  from the Upload column that corresponds with the category of the document within the checklist or by selecting the Upload Documents button .

### Using the Upload icon from the Upload column of the Document Dashboard:

- Select the Upload icon for the corresponding required document.

CATEGORY	NAME	RECEIVED	STATUS	REASON	UPLOAD
Identification (1)			Required		 <b>Click here</b>

- The Upload File will allow you to select the corresponding file from their computer or device.
- The name of the document will appear once selected along with a Category type below. The Category type will default based on the Category the upload is linked to.
- Select "Submit" to upload.

Document Upload

Acceptable file types: .doc, .docx, .jpg, .jpeg, .png, .tif, .tiff, .pdf, .txt  
Maximum file size: 25MB

Upload Documents

Or drop files

### Unsubmitted Documents

Please categorize your documents so we know who should be able to see them.

\* Required

Drivers License.PNG **Uploaded document**

\* Category  **Category picklist will default**

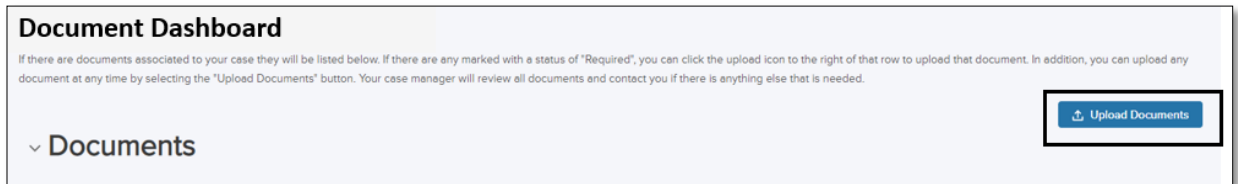
Identification

- The Document Dashboard will refresh, and you can verify the information that was added to the case. You will receive notification that your document was uploaded. The status for a required document will update from "Required" to "In Review".

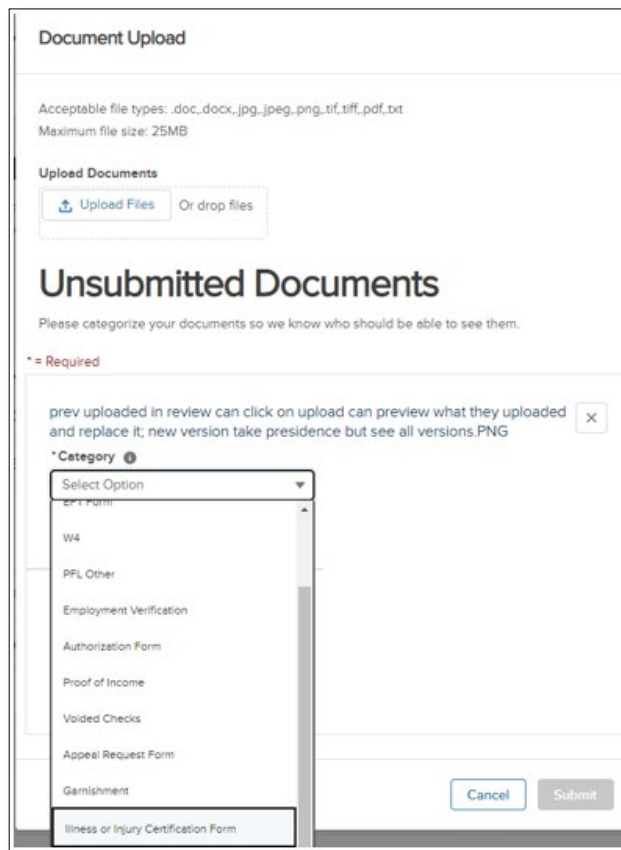
CATEGORY	NAME	RECEIVED	STATUS	REASON	UPLOAD
Identification (1)	Drivers License	Jan 24, 2023	In Review		

## Using the Upload Documents button:

- Select the Upload Documents button from the Document Dashboard



- A pop-up box will appear for you to upload files or drop files to upload. Once uploaded the document name will appear in the Unsubmitted Documents section of the pop-up box.
- Before the file can be submitted, you will need to use the Category dropdown to select the document name category to attach the file to. Note that required documents are listed in the list as well as optional documents. If you are uploading several different documents, it will require a category to be chosen for any non-required documents.
- Required Documents will link to its appropriate category when the category is selected from the dropdown and submitted.



- Any non-required documentation will appear below the required documentation with the Category name and the status will default to "Received".

W4S (1)	test	Jan 23, 2023	Received
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**User's Best Practice Tip:** When uploading multiple pages of a document that is not in one file, use the Upload Documents button so documents are uploaded to the correct Category.

Another way you can upload a document is from your Dashboard.

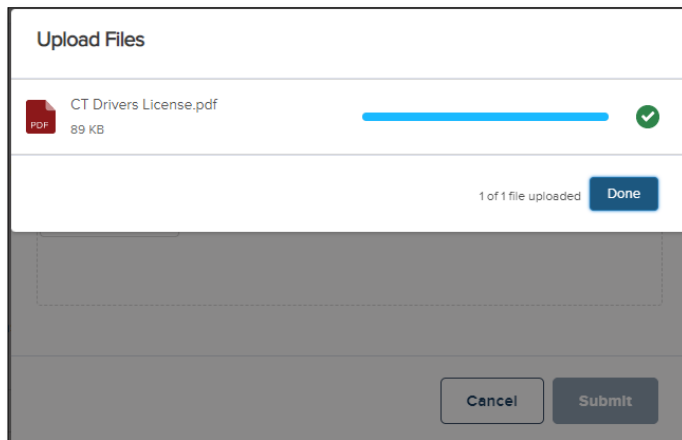
2. Under the section "My Cases", locate the case. Once located, click the 3 dots to the right of your case under the Action field and it will provide you an option to "Upload Documents".

Click "Upload Documents".



Reason	Type	Start Date	Status	Case Manager	
Your Injury or Illness	Absence - Continuous	Aug 14, 2022	PENDING	PFML Assignment	<div style="border: 1px solid black; padding: 2px;">Add Date </div> <div style="border: 1px solid black; padding: 2px;">Upload Documents </div> <div style="border: 1px solid black; padding: 2px;">View Details </div>
Care of a Family Member	Absence - Intermittent	Jun 12, 2022	APPROVED	PFML Assignment	

Another box will appear. Click "Upload Files" to browse your computer or phone. Click the file from your computer that you want to upload and click "Open". You can also "drop files" into the box by using your computer's mouse to drag the file you need to upload into the upload box.



You must choose a "Category" and have an option to add a note. The "Category" should match the type of file you are uploading. Next, you can add a note if you want and click Submit once all your files have been uploaded. The note should provide additional information about the document you uploaded.

**Document Upload**

Acceptable file types: .doc, .docx, .jpg, .jpeg, .png, .tif, .tiff, .pdf, .txt  
 Maximum file size: 25 MB

Upload Documents

Please select a document type who should be able to see them.

Notes

CT Drivers License

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Cancel Submit

The other ways that you can upload a document is through the Document Checklist.

**Helpful Tip:** Your Resource Center (located on the left hand side of your Dashboard) contains a document titled “CTPL Application Supporting Documentation Checklist”. Within the document, the “Category Type” corresponds to which one you should choose in the dropdown if you are not uploading the document to a required category within the Documentation Dashboard.

Connecticut Paid Leave Supporting Documentation Checklist **Affac.**

To apply for these benefits, you must tell us the reason you are applying for benefits, provide documentation supporting the leave reason, documentation verifying your identity and have your employer(s) complete a CT PL Employment Verification form. In addition, confirmation of wages may be required if you are self-employed or a sole proprietor. Based on the reason checked below, the noted forms are required for a claim decision. To confirm which documents Affac received, sign in at [www.ctpaidleave.org](https://portal.ctpaidleave.org) to view your case and “case timeline”. You will need to search for the form codes listed below based upon your leave reason.

**Note:** Receipt of the documentation does not mean it is sufficient. Please refer to your correspondences for additional detail.

Document Needed for All Claims	Document Code	Category Type – if uploaded on portal
CT PL Employment Verification form	C-ERV	Employment Verification
Identification verification documents- please refer to <a href="https://www.ctpaidleave.org">www.ctpaidleave.org</a> for more information on acceptable identification verification documentation.	C-IDENTITY	Identification
Wage Verification Form/Proof of Income – may be required	C-INCOME	Proof of Income

Leave Reason	Document Needed	Document Code	Category Type – if uploaded on portal
Bonding with a new addition to your family; by birth, adoption, or foster care	CT PL Bonding Statement <b>AND</b>	C-BOND <b>AND</b>	Bonding Certification Form <b>AND</b>
	Copy of Bonding Documentation (e.g. Hosp Discharge, birth cert of child, adoption papers, court document for foster child, etc)	C-BOND	Proof of Birth
Serious Health Condition (receiving treatment for a serious health condition, pregnancy, organ donation or bone marrow donation)	CT PL Certification for Serious Health Condition	C-EEOI	Illness or Injury Certification Form

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## Identifying if a Document is Complete or Incomplete

Prior to your document being reviewed, the document status may be any of the following:

- **In Review:** The status when a required category document is uploaded, faxed, mailed or emailed either by you or by Aflac team member, the system will automatically update the status from “Required” to “In Review”
- **Received:** The status when a non-required document is uploaded, faxed, mailed or emailed either by the CT worker or by an Aflac team member

After the document is reviewed by your Case Manager, they will determine if the document is complete or incomplete. Your Case Manager will update the status of the document once it has been reviewed.

The status of your document will appear with the [Documentation Dashboard](#) in real-time.

- If your document is complete, the status will show as complete and you can no longer upload a new document or new version once it is marked as complete.

CATEGORY	NAME	RECEIVED	STATUS	UPLOAD
Identification (1)	Drivers License	Jan 24, 2023	In Review	
∨ Employment Verification (2)	EE portal	Jan 17, 2023	In Review	
Employment Verification	reupload new version of inc	Jan 18, 2023	Received	
> Illness or Injury Certification Form (2)	Cert Form	Jan 24, 2023	In Review	
> W4 (2)	Phone	Jan 17, 2023	Complete	

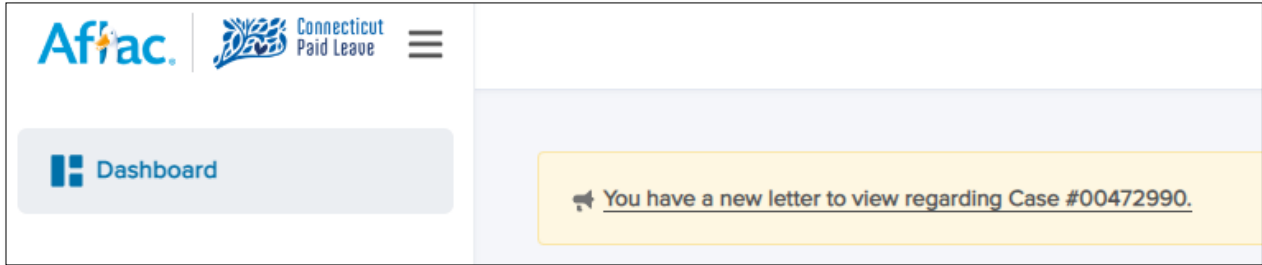
- For documents that are marked as “Incomplete”, the reason will list why the document cannot be accepted as complete.

> Employment Verification (2)	EE portal	Jan 17, 2023	Incomplete	Missing Information Employer signature and date is
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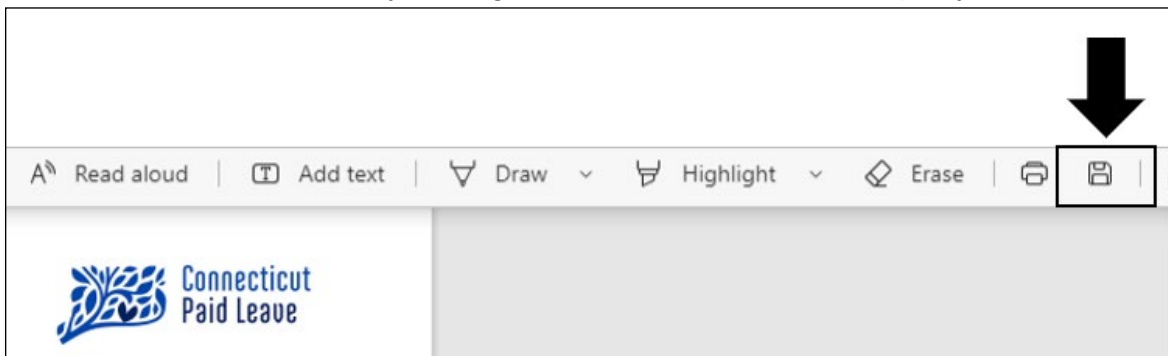
## Review an alert and your communication

Any alerts for your case(s) will appear on your Dashboard. Click on the alert to review it and once it has been reviewed, the alert will no longer be visible.

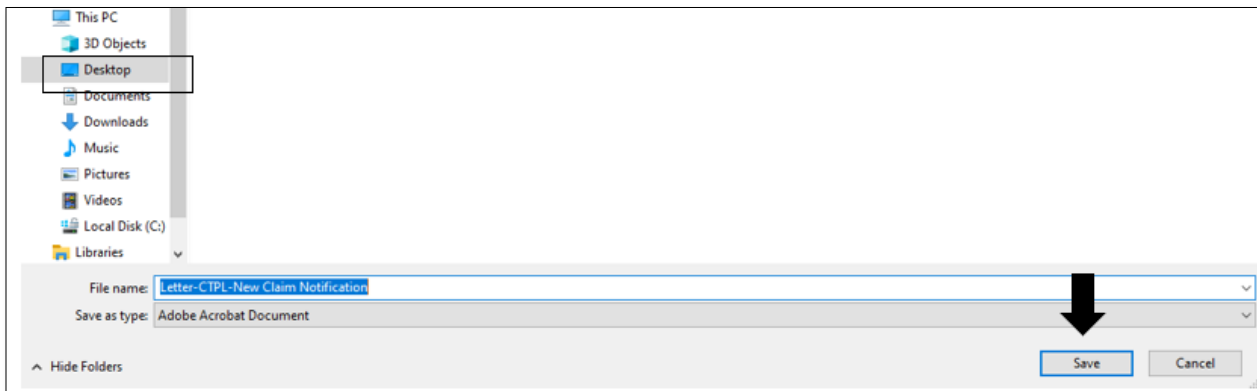


In this example, the alert was to inform the employee that a new letter or communication was available for their case. After you click on the alert, the communication will appear in a new tab in your internet browser.

You can download the letter by clicking the “save” icon towards the top of your screen under the URL.



Save the document to a location on your computer by choosing the location and clicking “save”.




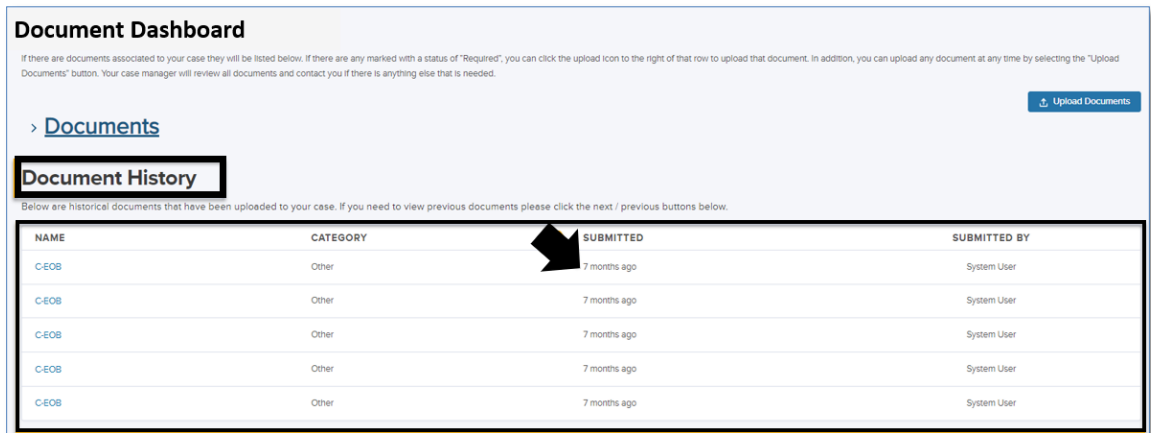
You can now access the document from that location. You can always view letters or emails from your Case Timeline.

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## View the documents uploaded or received for a case or upload a new version

There are different ways to view a document uploaded or received for your case.

1. If the document was uploaded or received February 1, 2023, or later, you can view the documents within the Documentation Dashboard.
  - You can select the Upload icon  next to the document. A window will appear at the top of the screen to see a preview of the file, download the file, or upload a new version of the file (if one previously has been uploaded).
    - When uploading a new document, it will upload as a new version of the document. You and your Case Manager can view all versions uploaded; however, the newest version will take precedent over any previously existing documents. You can only upload a new version if the status is not complete.
    - Historical documents uploaded prior to February 1, 2023 will be listed in the Document History.



**Document Dashboard**

If there are documents associated to your case they will be listed below. If there are any marked with a status of "Required", you can click the upload icon to the right of that row to upload that document. In addition, you can upload any document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if there is anything else that is needed.

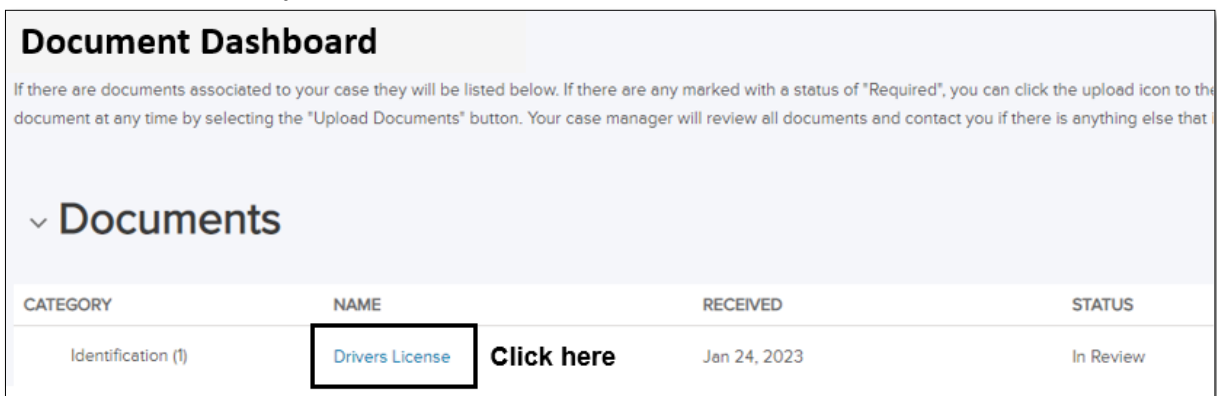
> Documents [Upload Documents](#)

**Document History**

Below are historical documents that have been uploaded to your case. If you need to view previous documents please click the next / previous buttons below.

NAME	CATEGORY	SUBMITTED	SUBMITTED BY
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User

- You can also view the file by clicking on the File Name. A new tab will open to preview the item and you can download the file as needed.



**Document Dashboard**

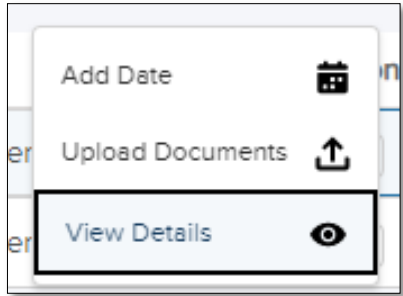
If there are documents associated to your case they will be listed below. If there are any marked with a status of "Required", you can click the upload icon to the document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if there is anything else that is needed.

Documents

CATEGORY	NAME	RECEIVED	STATUS
Identification (1)	<a href="#">Drivers License</a> <b>Click here</b>	Jan 24, 2023	In Review

2. From your Dashboard, under the section "My Cases", locate the case. Once located, click the 3 dots to the right of your case under the Action field and click "View Details".





In the Case Details screen and under the Documents section, you will see the five most recent documents that have been uploaded.

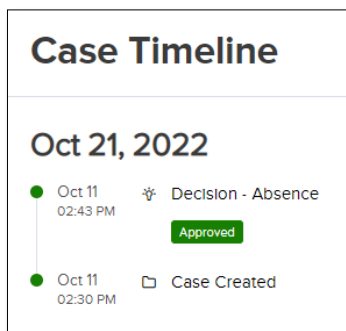


## Case Timeline

Dec 28, 2022

- Dec 28 04:05 PM Authorization Form Received  
 ESign
- Dec 28 04:05 PM Email Sent  
 Letter-CTPL-New Claim Notification
- Dec 28 04:04 PM Case Created

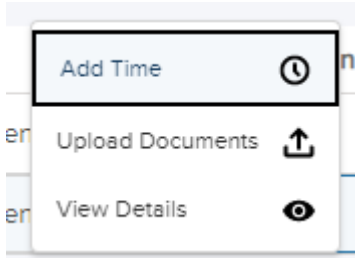
You can also view your Case Timeline.



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## Add time to your intermittent case

You must report every date and hour you take as intermittent paid leave. From your Dashboard under the section “My Cases”, locate the case and click the 3 dots to the right of your case information under the Action field.



**Add Time** [X]

\* = Required  
If you need to make a change to time that has already been submitted, please contact your case manager.

[+ Add Time]

DATE \*    HOURS    MINUTES    ALL DAY

[Date Input] [Hours Input] [Minutes Input] [All Day Toggle]

[Cancel] [Submit]

A box will appear. Enter in the date, hours and minutes that you need to report (you missed/or will miss) or you can use the “All Day” button to report a full day.

You can use the “Add Time” button to add additional dates. Once you enter your date(s) and time(s) click the “Submit” button.

If you need to make a change to time that you have already submitted, send your [Case Manager a message](#) or call 877-499-8606.

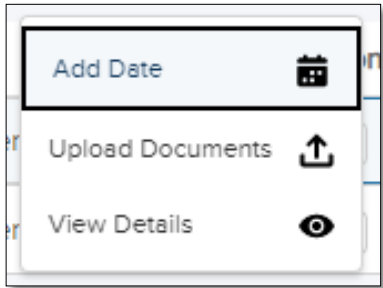
**Helpful Tip:** You will not receive individual communication for each intermittent absence approved on your case. You should visit the portal to find out the status of your dates and information on approved absences. You must report your intermittent absences within 2 business days from the date you missed.

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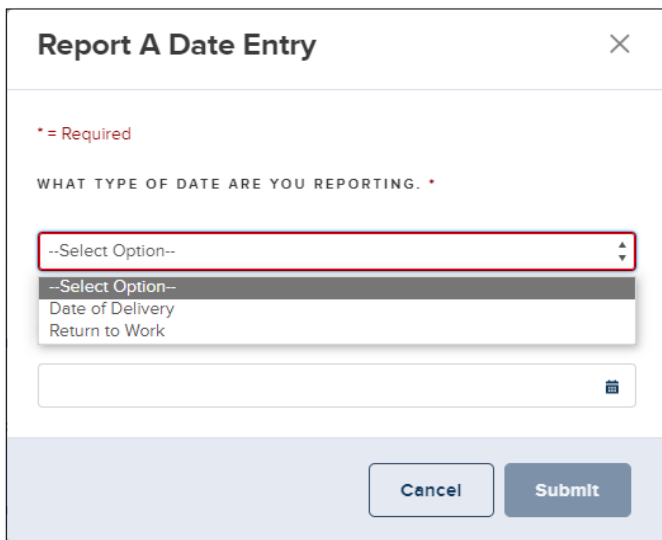
## Report a Date

Depending on the leave reason, you can report a surgery date, a delivery date or a return to work date..

From your Dashboard under the section “My Cases”, click the drop down arrow to the right of your case and click “Add Date”.



A box will appear and depending upon your case/paid leave reason, the options for “What type of date are you reporting” will appear. Click the right reason, enter the date and click submit.



**Report A Date Entry** [X]

\* = Required

WHAT TYPE OF DATE ARE YOU REPORTING. \*

--Select Option--

--Select Option--

Date of Delivery

Return to Work

[Date Input Field]

Cancel Submit

**Helpful Tip:** It is important you report your return to work date so that you avoid being paid more than you should which you will have to pay back. Not reporting your return to work date also prevents your case from closing like it should.

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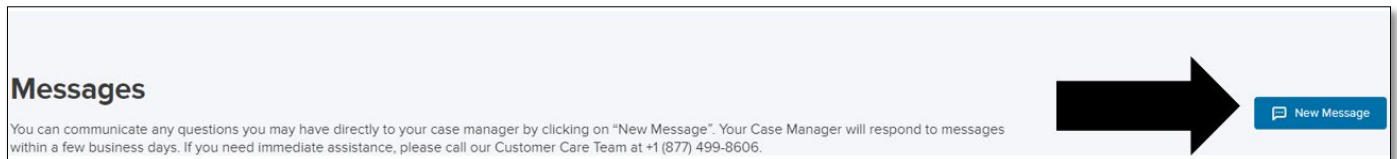
## Send a message to your Case Manager

Messages works like email and allows you to communicate with your Case Manager.

From your Dashboard under the section “My Cases”, click on your Case Number.



Under the Messages section, click the “New Message” button.



Type in your subject and your note and click “Send Message”. You will be notified through an alert on the portal when your Case Manager responds to you and you will be able to view their reply.

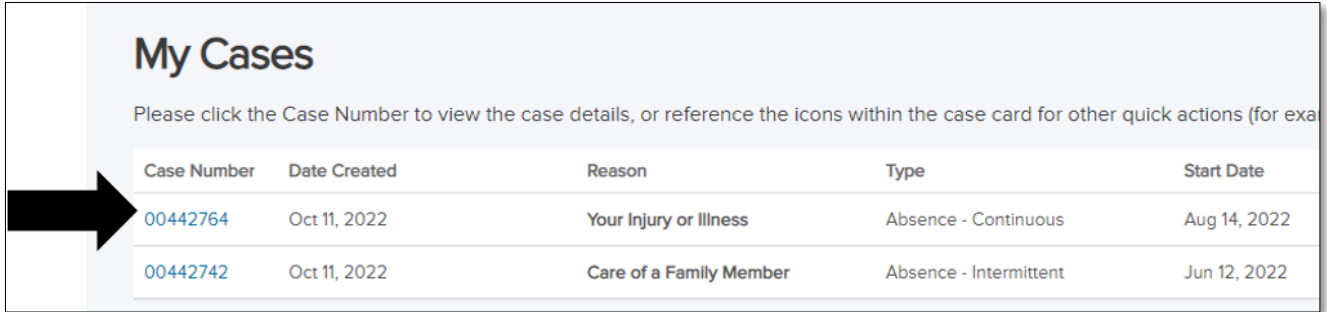
The screenshot shows a form for sending a message. It has a "SUBJECT" field and a "MESSAGE DETAILS" field. The "MESSAGE DETAILS" field contains the placeholder text "Write a message...". Below the fields is a "0 / 10000" character count. At the bottom right are "Cancel" and "Send Message" buttons.

**Helpful Tip:** Before you send your message, make sure that it is not something that can be found directly in your case, for example, reporting time, checking status of your case, or viewing uploaded paperwork.

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## Check the status of your case and payment details

From your Dashboard under the section “My Cases”, locate the case.

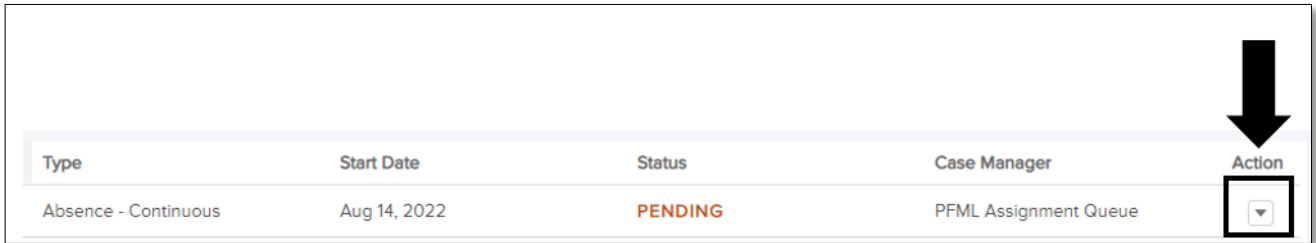



### My Cases

Please click the Case Number to view the case details, or reference the icons within the case card for other quick actions (for example, View Details, Cancel Case, etc.)

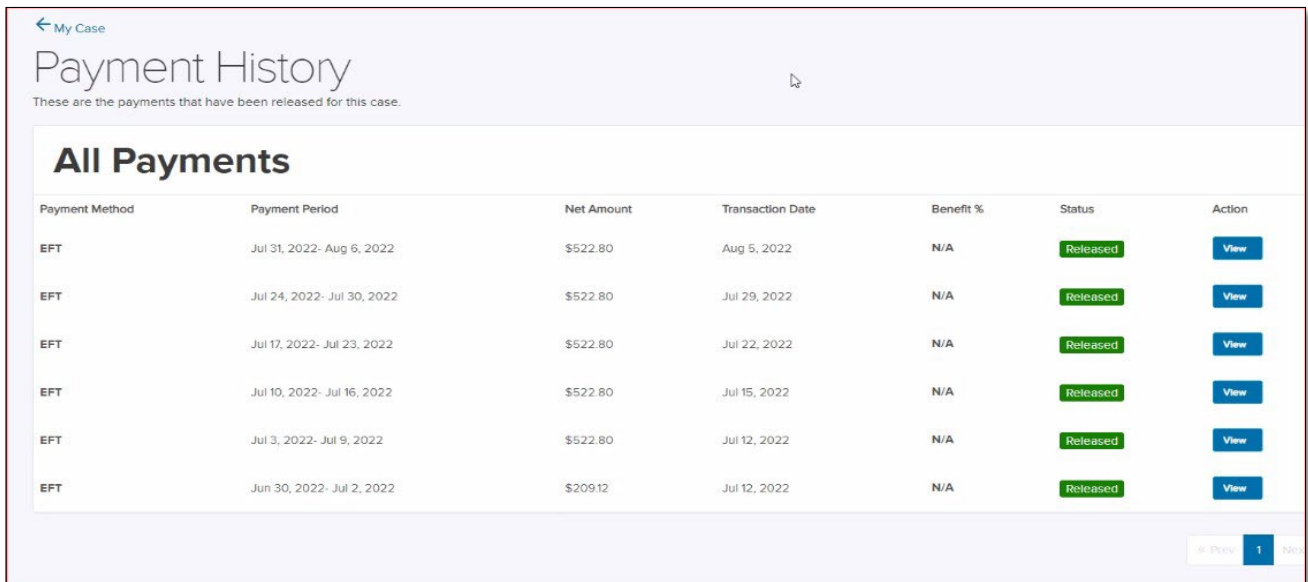
Case Number	Date Created	Reason	Type	Start Date
<a href="#">00442764</a>	Oct 11, 2022	Your Injury or Illness	Absence - Continuous	Aug 14, 2022
<a href="#">00442742</a>	Oct 11, 2022	Care of a Family Member	Absence - Intermittent	Jun 12, 2022

Once located, click the drop down arrow to the right of your case and click on “View Details”.



Type	Start Date	Status	Case Manager	Action
Absence - Continuous	Aug 14, 2022	<b>PENDING</b>	PFML Assignment Queue	

The Case Details screen will display your Leave Summary, Payment History, Messages and Documents. The Payment History will bring you to the payments related to your case.



### Payment History

These are the payments that have been released for this case.


#### All Payments

Payment Method	Payment Period	Net Amount	Transaction Date	Benefit %	Status	Action
EFT	Jul 31, 2022- Aug 6, 2022	\$522.80	Aug 5, 2022	N/A	Released	<a href="#">View</a>
EFT	Jul 24, 2022- Jul 30, 2022	\$522.80	Jul 29, 2022	N/A	Released	<a href="#">View</a>
EFT	Jul 17, 2022- Jul 23, 2022	\$522.80	Jul 22, 2022	N/A	Released	<a href="#">View</a>
EFT	Jul 10, 2022- Jul 16, 2022	\$522.80	Jul 15, 2022	N/A	Released	<a href="#">View</a>
EFT	Jul 3, 2022- Jul 9, 2022	\$522.80	Jul 12, 2022	N/A	Released	<a href="#">View</a>
EFT	Jun 30, 2022- Jul 2, 2022	\$209.12	Jul 12, 2022	N/A	Released	<a href="#">View</a>

1 of 1

Click "View" of a payment that you want more details on and it will display the details of that payment from gross (before taxes) to net amounts (after taxes).

**Explanation of Benefit**  
 Claim Number: AC-  
 Pay Period: Jul 31, 2022 - Aug 6, 2022  
 Payment: P-2022-1441462

  
 P.O. Box 84075  
 Columbus, Georgia 31993

ACCOUNT: Connecticut Paid Family and Medical Leave Authority  
 CASE NUMBER:   
 PAYEE INFORMATION:   
 Payment Method: EFT

Bank Name	Phone	Account Type	Routing #	Account #
Peoples United Bank	203-269-7211	Checking		XXXXXX0247

**Statement**

GROSS BENEFIT	PRE-TAX DEDUCTIONS	TAXES	POST-TAX DEDUCTIONS	NET AMOUNT
\$522.80	\$0.00	\$0.00	\$0.00	\$522.80

PAID LEAVE	DESCRIPTION	AMOUNT
	Gross Benefit Amount - Weekly	\$522.80
	Check Amount	\$522.80

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