

FAQs regarding the claim data

What information is available with access?	What information is not available with access?
<ul style="list-style-type: none">✓ Claim case number✓ Employee's name✓ Dates of claim approval or denial✓ Weekly benefit amount✓ All claims decisioned-within past 12 Months	<ul style="list-style-type: none">✓ Recently filed claims✓ The reason for the claim✓ Medical documents or certification✓ Approval or denial letters

I completed an Employment Verification Form for my employee; why don't I see their claim on my roster?

- Your roster displays only cases that have received a decision (approved, denied or exhausted claims). The specific claim may still be pending a decision.
- The claim may not have been associated to your CT Paid Leave account if the FEIN on file differs from CT Dept of Labor records.
- The roster displays claims that received a decision within the past 12 months. If the claim was decided earlier, it will not be shown.

Why is CT Paid Leave paying my employee when they are working?

Possible reasons could include:

- CT Paid Leave pays benefits to employees who are taking intermittent leave and reduced schedule leave, which means that the employee may be working some of the time but not working as much as they normally do.
- Your employee may be receiving benefits in connection with leave from another employer.
- Your employee may have filed for benefits in connection with leave and been approved for a longer leave duration but returned to work early without reporting their actual return-to-work date to CT Paid Leave.
- On intermittent claims, CT Paid Leave relies on employee's self-reporting of their intermittent instances of leave within 2 business days to be approved.
- ***To inform us of any unexplained discrepancy with an employee's leave schedule, payments or an inconsistency with your attendance records, please submit a Contact Us request via the Contact Us page with contact reason: Benefits Question.***

Why don't the CT Paid Leave claim dates line up with the FMLA leave they took from us?

Possible reasons could include:

- The employee's FMLA leave may have started before their CT Paid Leave claim began, particularly if the employee used PTO or other employer provided benefits before starting their CT Paid Leave claim.
- The employee may have been eligible for CT Paid Leave benefits at a different time than they became eligible for FMLA leave.
- CT Paid Leave uses the rollback method for counting CT Paid Leave usage and availability, starting with the first date of CT Paid Leave benefits. Claimants earn back their paid leave allowance annually on the anniversary of each day of paid leave taken. If you use a different method of accounting for FMLA usage, the time available may be different.
- CT Paid Leave can approve benefits only in connection with dates that are supported by the documents submitted as part of the claim (e.g., a medical certification). If the claimant requested dates that are not supported or did not submit the same documentation to CT Paid Leave as they provided to you (including any extension requests), the dates of approval may not match.
- ***To inform us of any unexplained discrepancy with an employee's leave schedule, payments or an inconsistency with your attendance records, please submit a Contact Us request via the Contact Us page with contact reason: Benefits Question.***

Why is the CT Paid Leave weekly benefit rate different than their current weekly pay/salary?

Possible reasons include:

- CT Paid Leave does not provide 100% wage replacement benefits. The calculation is based on a portion of an employee's wages. In addition, that calculation is not based on current pay/salary. Instead, it is based on the employee's "base period wages" (wages from the first four of the five most recently completed calendar quarters).
- The employee may have worked for a different employer or more than one employer in the base period.
- The employee may have worked more or fewer hours in the base period than they are currently working.
- The employee may have elected to withhold federal and/or state taxes from their CT Paid Leave benefit payments.
- The employee's benefit rate may have been reduced based on the employer-provided benefits the employee is receiving.

Why do we continue to see claims data for an employee that no longer work for us?

- The information on the portal will remain available to the employee's most recent employer for 12 months.

Why do you show different intermittent leave dates than we have in our records?

Possible reasons include:

- Employees must self-report when they take intermittent leave for which they want to receive CT Paid Leave benefits within 2 business days of the absence to receive a benefit payment. If they miss the 2 day window without good cause, they may choose not to report the absence to us.
- Employees do not report intermittent absences for which they receive employer-provided benefits (i.e., PTO).
- CT Paid Leave can approve benefits only in connection with dates that are supported by the documents submitted as part of the claim (e.g., a medical certification). If the claimant requested dates that are not supported or did not submit the same documentation to CT Paid Leave as they provided to you (including any extension requests), the dates may not match.
- Your employee may have reported an inaccurate date of intermittent leave.
- ***To inform us of any unexplained discrepancy with an employee's leave schedule, payments, or an inconsistency with your attendance records, please submit a Contact Us request via the Contact Us page with contact reason: Benefits Question***