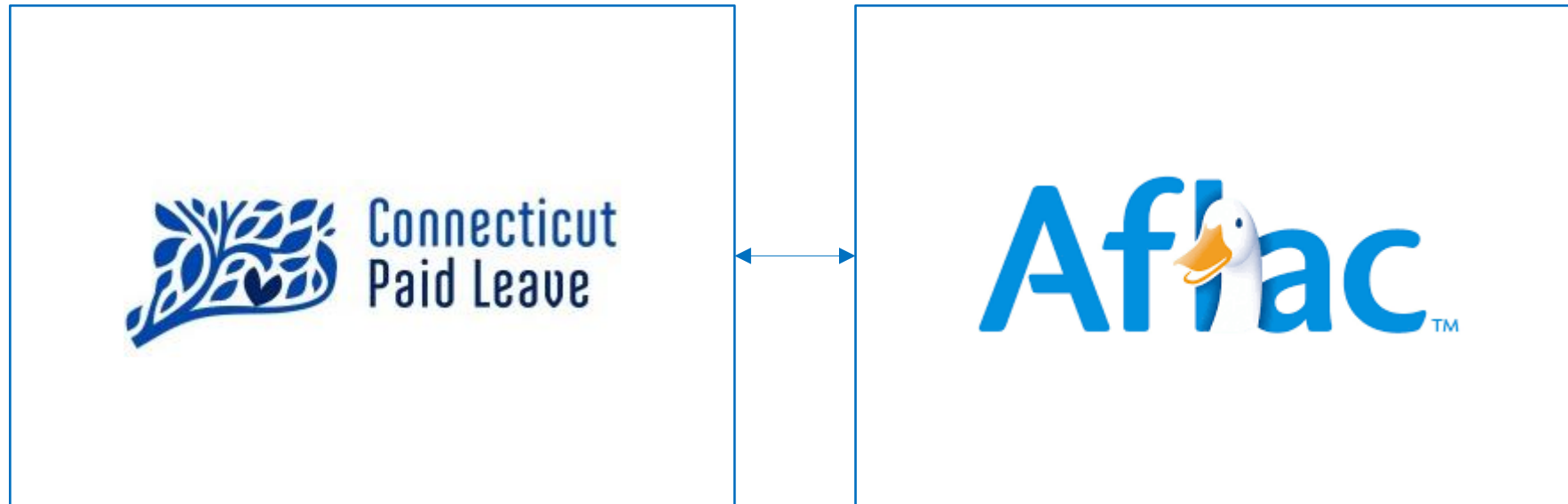


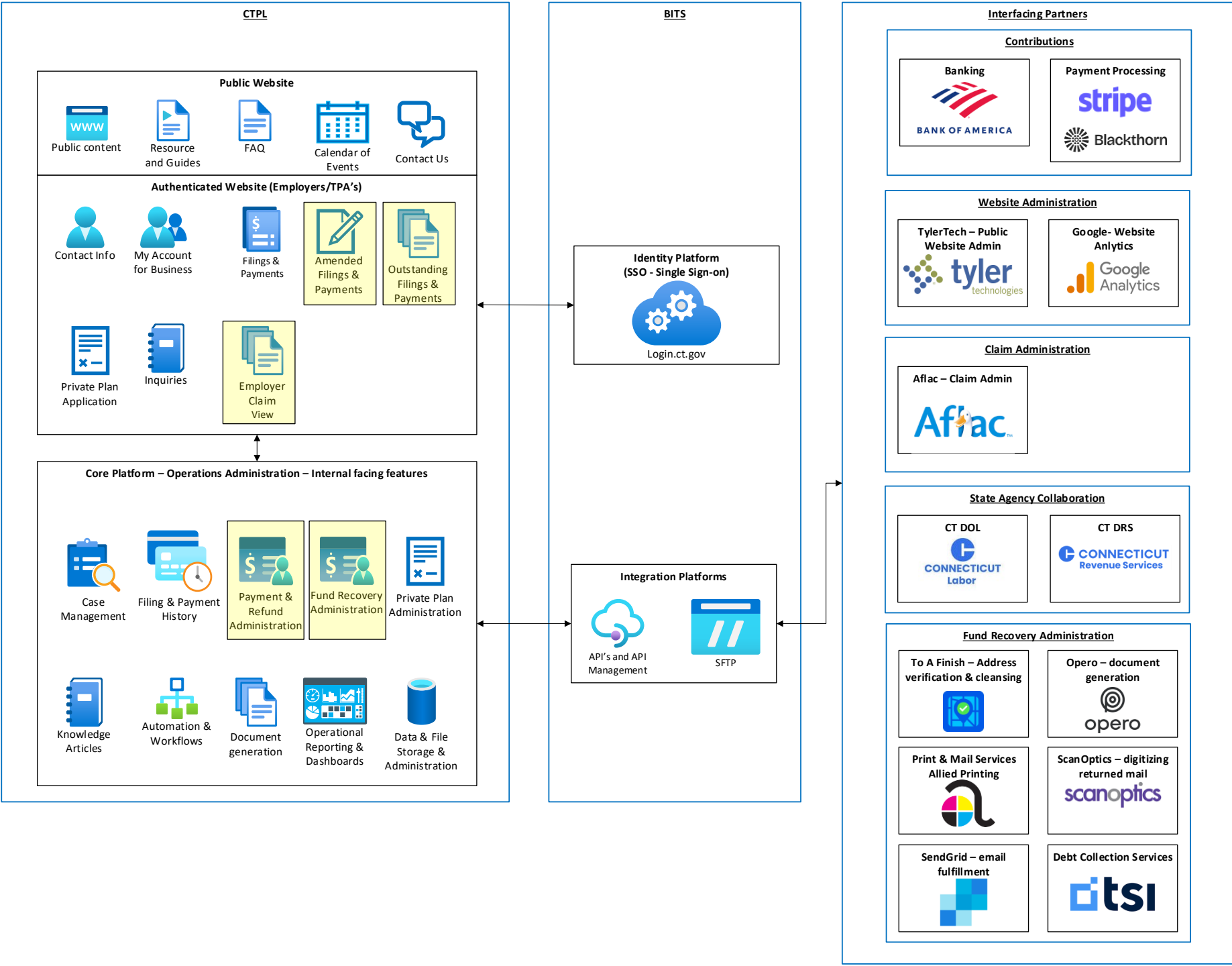
The background is a solid blue color with a pattern of stylized, overlapping leaf shapes in various shades of blue, creating a textured, organic feel.

How I.T. supports the  
business operations of  
CT Paid Leave Authority

# How CT Paid Leave is administered



\*Yellow highlight represents initiatives completed in 2025












**Aflac**

**Authenticated Website (CTPL Admins)**







“Admin Portal”  
- Dashboard &  
Reporting

**Authenticated Website (Claimants)**

 Contact Info	 Claim Submission	 Claim View	 Benefit Payment History	 Benefit Utilization
 Leave Calendar	 Contact Us	 Message Center	 Resource and Guides	

**Core Platform – Operations Administration – Internal facing features**

 Identity verification	 Benefit Eligibility	 Claim Adjudication	 Utilization Management	 Payment Fulfillment
 Claim & Payment History	 Benefit overpayment administration	 Document generation	 Case Management	 Knowledge Articles
 Reporting & Dashboards	 Automation & Workflows	 Contact Center		

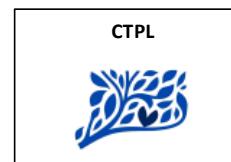
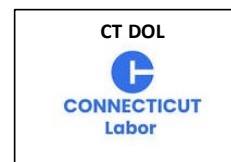
**BITS**

**Identity Platform  
(SSO - Single Sign-on)**



Login.ct.gov

**State Agency Collaboration**



# IT Priorities for 2026

