

Claim Process

Paid Family & Medical Leave (PFML) Telephonic Intake



Days 0-5	Day 5	Day 10	Day 15
Initial telephonic intake occurs; Certification / Supporting Documentation follow up begins initiated by The Hartford; Appropriate notifications are being sent to employer & employee.	Additional updates requested if certification or coverage information needed	Additional updates requested from employee, if needed	If information is not yet received, extend as allowed, up to day 30 for final decision

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