

Paid Family Medical Leave
Solution Capabilities



Neosurance™ Paid Family Medical Leave Solution

Paid Family Medical Leave (PFML) programs are gaining momentum due to the recently passed federal legislation. PFML is a “family and medical leave insurance program” supported by a State Trust Fund. PFML allows individuals to take paid time off from work to address:

- Care for a family member with an injury or serious health condition
- Disability from an injury or serious health condition (including pregnancy)
- Bonding time with a newborn, newly adopted child, or a newly placed foster child

The trust fund can be paid for by an employee and/or employer contributions based on a percentage of their wages. In order to administer these programs, states need comprehensive solutions that can collect the PFML contribution, determine eligibility and process claims, adjudicate and/or appeal cases, and disburse payments to eligible PFML claimants.

A Comprehensive Paid Family Medical Leave Solution Built on an Evolutionary Software Platform

Sagitec presents Neosurance™ PFML – a fully integrated, browser-based solution providing comprehensive functionality for Paid Family Medical Leave Contributions and Benefits administration. Neosurance™ PFML can be configured to match the business rules and statute for any state’s PFML program. Sagitec provides this solution and is investing in resources to expand our capabilities and solution features to support this program. Our solution approach provides the ability to implement PFML business processes and is easily tailored to meet your unique needs without complex software programming. Even better, the Neosurance™ PFML solution is built atop Sagitec’s software framework, meaning it has unprecedented flexibility to evolve along with your organization, incorporating new features and functions as you see fit.

Neosurance™ PFML was designed by industry veterans to dramatically improve every aspect of your program. It helps you consolidate relevant information for better decision making. It delivers more accurate and timely data to improve business processes. It enables comprehensive self-service features to reduce paper processing and it re-engineers business processes to reduce cost and improve agency performance.

You’ll discover that using Neosurance™ PFML is as straightforward as it gets. Everything from assigning PFML tax rates, modifying PFML benefit programs, changing business rules, affiliating agents with employers, registering employers and agents, submitting wages, making payments, submitting claims, and managing workloads can be done by business staff and administrators.

Dramatically Improve your Agency’s PFML Processing Efficiency, Data Accuracy, and Customer Service Capabilities

Improve Fact Finding

Collects facts from the employer, claimant and medical provider during the initial and subsequent claims process in order to determine eligibility. The solution includes an intelligent questionnaire framework that can be easily customized to collect the information the agency needs to make eligibility decisions for PFML programs. This feature improves the accuracy and efficiency of downstream processes, such as adjudication, allowing you to significantly reduce your issue backlog and adjudication timeliness by providing real-time information for decision making.

Improve Agency Performance

Sophisticated dashboards monitor agency performance and re-engineered business processes improve performance measures and PFML program outcomes.

Reduce Overpayments

A comprehensive predictive fraud model (Neofraud™) identifies fraud trends and data anomalies before they occur. The solution also includes cross-match of data sources to identify fraud and overpayments.

Improve Flexibility

A powerful business rules engine hosted in a low-code development platform (LCDP) called Sagitec Software Studio (S3) allows you to use a graphical interface rather than use complex software programming to meet your new business requirements. These features allow you to adapt to changes in PFML state policy and law quickly and without the need for costly vendor support.

Improve Self-Service Processing

Delivers comprehensive self-service portals for claimants, employers, agents, and medical providers. These easy-to-use, intuitive self-service portals enable stakeholders to independently manage their accounts. These features allow us to attain 80-100% self-service adoption rates, improving your agency’s efficiency and self-service capabilities.

Improve Business Process Efficiency

Achieve significant self-service adoption rates resulting in less paper processing and improved business process efficiency. Enhanced tools for your staff will help you better serve customers. For example, the best practices incorporated into Neosurance™ will allow you to improve the efficiency of your PFML wage filing process by over 80%.

Allow your Agency’s Customers to Manage their PFML Account Information from the Same Self-Service Portal

Benefits

Claimants can apply for PFML benefits via the Neosurance™ PFML self-service portal too. Neosurance™ PFML allows the claimant to submit the application and then automatically generates the request to medical providers. Work items are pushed to staff when all information is gathered which allows staff to make timely, informed decisions. Once the claim is approved, the claimant can request payments using their self-service portal. Neosurance™ PFML tracks and reports payment and other fiscal information.

Wage Filing and Payment Processing

Neosurance™ PFML allows employers to file PFML wage reports and make payments using the same self-service portal features. The Neosurance™ PFML wage report file specifications are configurable and unemployment insurance and PFML wages can be included in the same file submission. Employers can also make one payment through the portal and apply it to both their UI and PFML accounts.

Features

Multi-Record Selects

Groups requests and processes them as a single body of work. Neosurance™ PFML makes this easy with a multi-record select feature that reduces search time. Enables users to navigate between “previous” and “next” records with a simple push of a button.

Simplify Processes

Application wizards lead staff, claimants, employers, agents and medical providers through complex business processes to help reduce mistakes, eliminate confusion, reduce the need for training and most importantly give your customers confidence in the system thereby increasing acceptance and system adoption.

Integrated Training and Multi-Lingual Support

Screens, buttons, commands, and more can be translated into multiple languages to support both internal and external users.

Export to Excel

Places the power of data analysis on users’ fingertips with ad hoc reporting capability. Users are able to retrieve custom data sets and export them instantly to Microsoft Excel from any “lookup” screen in the system.

ADA Compliance

The Neosurance™ PFML software interface was designed in full compliance with the accessibility standards established by Section 508 of the Rehabilitation Act.

Help Support

Provides users access to relevant training materials, videos, and help documentation from most screens in the system.

Dashboards (Composite Views)

Provides holistic, 360-degree views of claimants, employers, agents, and medical providers on a single screen. Dashboards link summary information, personalize screens based on user preferences, and enable users to navigate to multiple areas of the system with a single click.

Advanced Search Capabilities

Provides users with enormous power and flexibility through advanced search capabilities. Saves search elements on a search screen with configurable parameters so users can return repeatedly to personalized searches.

Improve Communications

Alerts and messages allow the agency to remind claimants, agents, and medical providers about next steps thereby reducing calls and unnecessary issues and to notify them with important messages and have confirmation of receipt.

Intuitive GUI

Learn how to use one Neosurance™ PFML screen and you’ve learned how to use them all. Reduces the learning curve for new users with intuitive design and rewards experienced staff with faster processing.



Smart Navigation

Never loses track of where you are or where you’ve been in the Neosurance™ PFML system. Automatically generates a history of screen clicks during each user session and enables users to navigate back in a single click. Also, provides the ability to view screens side-by-side.

Record Locking

Provides users the ability to “lock on” to a specific claimant, employer, or agent in the system. Presents only data and actions applicable to the claimant, employer, or agent selected by the user.

Neosurance™ PFML offers multi-channel access and can integrate with your other third-party systems.



Sagitec was recently selected by Washington D.C. to provide a Paid Family Medical Leave solution. Our proven experience and track record makes Sagitec a leader in providing PFML solutions.

**We invite you to share your vision with us.
We will drive it into action.**

“We are excited about the new tax system and the early results we are seeing. This system gives employers more access to their accounts and is easy to navigate. It was a pleasure partnering with Sagitec in the implementation of this system that gives South Carolina businesses a state-of-the-art self-service portal in which to file their wage reports and contributions. The system will ensure South Carolina and its businesses stay in compliance with federal regulations.”

– Jamie Suber, Assistant Executive Director, Head of the Unemployment Insurance Division
South Carolina Department of Employment and Workforce (SCDEW)

About Sagitec

Sagitec Solutions, LLC, is a global software provider focused on solving complex, business-rule driven problems with domain experts and proven technology. They serve numerous Labor and Employment agencies in the United States. Their fully integrated, web-based solutions meet the majority of unemployment insurance, paid family leave, disability insurance, and workforce business requirements straight out-of-the-box, while also being extremely flexible to accommodate unique business rules and requirements. In addition to serving the Labor and Employment industry, Sagitec also designs and delivers software solutions for other benefits administrators in the pension market and healthcare industries. With deep industry experience in software implementation and systems integration, project management, knowledge management, predictive analytics, chatbots, cloud services, consulting, hosting, and software support, Sagitec is a partner clients can trust to drive their vision into action. For more information, visit: www.sagitec.com



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