



Paid Family and Medical Leave

Support workers and families during key life events.

Modernization is about so much more than technology. States must respond to new laws and policies, economic drivers, and changing constituent expectations. With the increasing adoption of Paid Family and Medical Leave (PFML) programs, states have a new opportunity to support workers and their families during key life events, helping people remain in the workforce when they need time off for family or medical care.

TCS has invested in a new platform tailored to PFML's unique requirements, with the ability to customize for each state's specific needs. Developed by experts in PFML, this forever-modern solution helps states respond rapidly to ever-evolving requirements and serve people with the equitable, inclusive, consumer-grade experience they expect.

TCS offers program administration services, allowing agencies to implement a PFML program quickly with knowledgeable staff to provide end-to-end program administration support. Trained staff are ready to perform premiums collection activities, claims intake, and adjudication support.

The Paid Family and Medical Leave solution from TCS helps states meet the demands of new PFML legislation with an integrated, holistic, cloud-based platform capable of handling all facets of a PFML program, including:

- Tax collection
- Eligibility determination
- Case management & Appeals
- Benefits distribution
- Audits
- Financial accounting
- Fraud prevention
- Program Administration Services

Key features:

**High Constituent
Sentiment**

**Empowered
Agency Staff**

**Program & System
Maintainability**

**Decreased Fraud,
Waste, & Abuse**

Benefits:



Purpose-Built Platform

Forever-modern, cloud-based solution tailored to PFML requirements and designed for quick implementation. Helps governments serve the community with the equitable, consumer-grade experience they expect.



Configuration

Easy-to-customize to meet state and federal requirements. Integrates with other systems such as unemployment insurance. States agencies have the option to configure the leave types.



Agency Efficiency

Artificial intelligence and machine learning automate processes, reducing burden on the agency workforce and freeing up staff for higher-value activities.



Fraud Prevention & Security

Continuously monitors, identifies, and prevents fraudulent activity. Integrates with third-party identity verification tools.



User Experience

The system guides the user on what information and which documents to submit as they fill out the claim, increasing response accuracy and reducing confusion.



Business Intelligence Reporting

Provides data-driven insights, including sentiment analysis, trend plotting configurable dashboards, and what-if analytics.

Committed Outcomes

- System is designed with critical functions built-in, providing 80-90% compliance out-of-the-box
- 7-day initial decision timeliness and 30 days for claims
- Automation and system design reduce total cost of operations
- Fraud detection and prevention
- FedRAMP certification-ready

Contact us at US.PublicServices@tcs.com

Tata Consultancy Services (TCS) US Public Services

Change starts here. At TCS, we believe public sector change starts with the way change is delivered. The ambition and desire of governments across the U.S. to transform how they deliver services have never been greater. As the rate of change accelerates, TCS is committed to helping governments achieve success by improving the ability to serve people. TCS helps governments transform their ability to respond rapidly to ever-evolving technology and constituent expectations, enabling consumer-grade digital experiences and a future-ready workforce. Change begins with understanding your needs and a long-term commitment to your success, because people deserve government that is there when they need it, the way they need it.

About Tata Consultancy Services Ltd. (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multi-national business group, TCS has over 606,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com.