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

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