



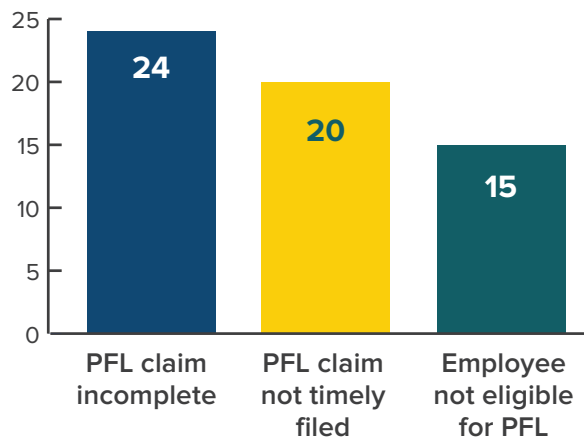
NYS Paid Family Leave Arbitration 2024 Q4 Report

Review of denials and other claim-related Paid Family Leave (PFL) disputes are handled by NAM (National Arbitration and Mediation). This snapshot summarizes data and decision notes for the fourth quarter of 2024 (October 1, 2024 through December 31, 2024).

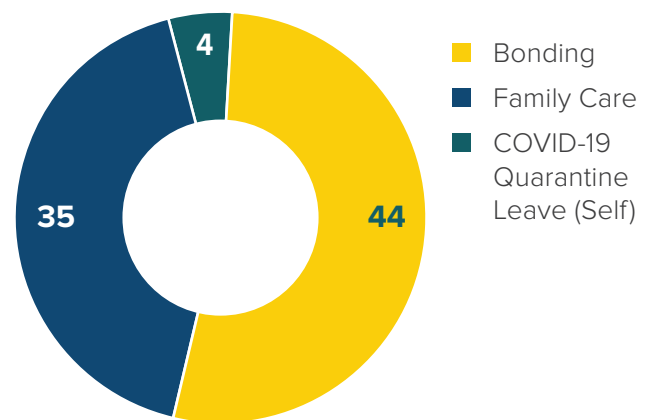
KEY DATA POINTS

- 83 requests for arbitration
- 41 cases closed; 28 cases pending; 14 cases withdrawn
- 53.0% of requests related to bonding leave
- 28.9% of disputes on PFL claim incomplete

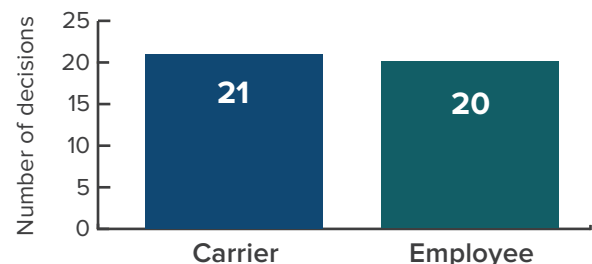
TOP THREE REASONS FOR DISPUTE



NUMBER OF DISPUTES BY TYPE OF PFL CLAIM



DECISIONS IN FAVOR OF



DECISION NOTES

- Although the law allows a late filing for benefits to be excused for extenuating circumstances, it also specifically provides that no benefits shall be paid unless the required proof is furnished within the period of actual family leave.
- A carrier can be required to pay benefits to an employee when they approved and made initial benefit payments and failed to provide the required notice of cancellation of the insurance policy.
- An employee does not need to produce the actual clinical records of the care recipient family member — a health care provider certifying the serious health condition and need for care during the date(s) requested is sufficient.