



# PFML: THE AFTERPARTY

Kristi Durr; Kate Bisping; Brycie Wasson; Rich D'Albert

Tuesday, August 6 2024



# Party Planners:



**BRYCIE WASSON**

TOTAL ABSENCE MANAGEMENT  
CONSULTANT



**RICH D'ALBERT**

TOTAL ABSENCE MANAGEMENT  
ACCOUNT MANAGER





# Party Planner:

## KRISTI DURR



St. Charles Health System – HUMAN RESOURCES OPERATIONS MANAGER

- Healthcare System located in Central Oregon
- 5,000 Caregivers (employees)
- Outsourced Leave Admin + 4 internal Leave Team Members





# Party Planner:

## KATE BISPING



### CU MEDICINE – DIRECTOR OF HUMAN RESOURCES

- CU Medicine delivers business operations, revenue cycle and administrative services to support the patients of over 4,000 University of Colorado School of Medicine physicians and advance practice providers.
- CU Medicine employees nearly 600 team members.
- Leave Management Structure

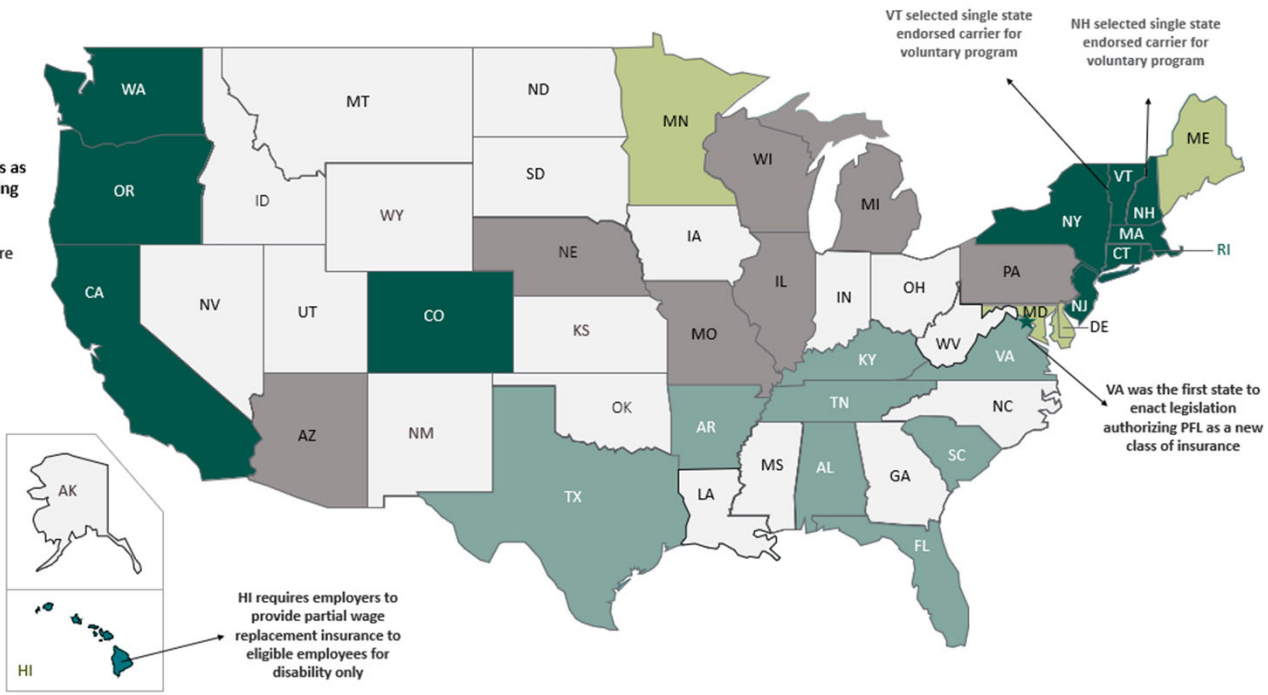




# Selecting the Venue

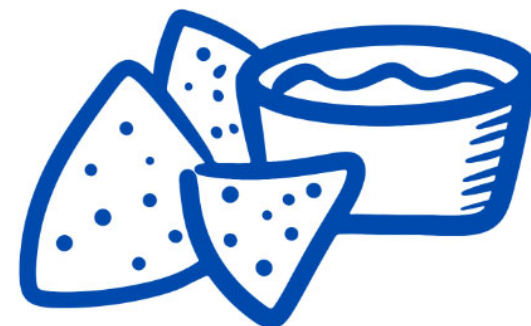


- States with active PFML programs
- States implementing PFML programs
- States recognizing PFL products as new class of insurance / allowing riders to disability policies
- States that have introduced or are considering introducing PFML legislation



# What If We Run Out of Guac?!?!?!?

What were your biggest fears and perceived challenges around statutory PFML when you first learned it was coming to your state? Can you reflect on how you feel about these initial fears or hesitations now that the programs have been live for almost 12 months (OR) and 8 months (CO)?







## Party Planning Kickoff

At what point prior to benefits becoming effective did you really start preparing for your state's PFML program? What were some of the key decisions you had to make to get your organization ready?

# Band or DJ? Confetti or Streamers?

Which participation model did your organization select – state vs. private?

What path did you take to arrive at that crucial decision and what primary components did you consider? Who was involved in this key decision?





# Completing the Party Planning Checklist

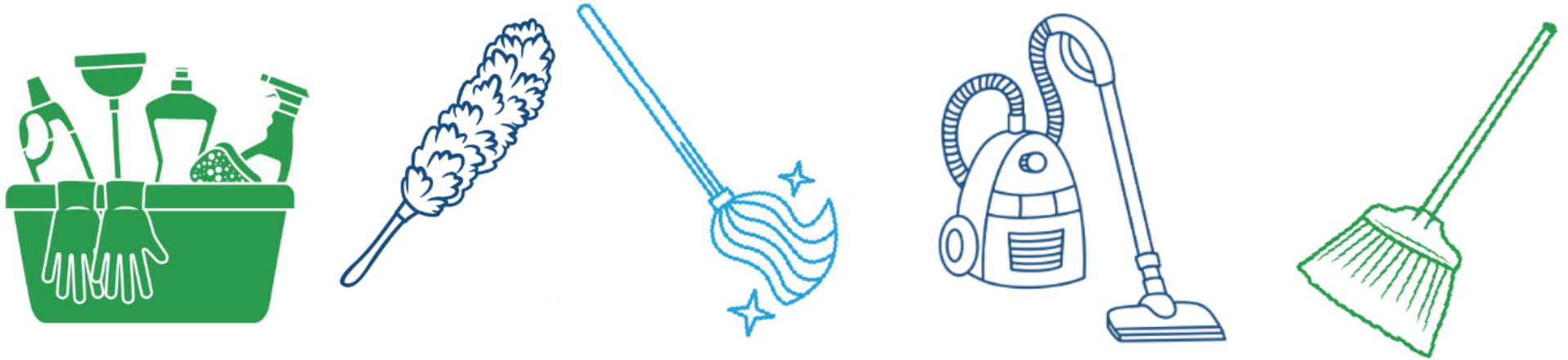
What proactive steps did your organization take in preparation for PFML go-live?



# Party On!

Describe the experience of your organization's key stakeholders in the very first days following the start of your state's program; your leave/HR teams, your managers/supervisors, your employees





## Day-After Cleanup Duty

What early challenges did your organization face when your respective program went live? Are there any challenges or impacts you're still actively navigating?

# Did Our Neighbors Call the Cops Last Night?

How did your organization's choice – state vs. private – impact existing vendor partnerships?



# Checking in on Our Party Guests

How did statutory PFML create gaps in an otherwise stable or positive employee leave experience? What changes have you implemented to support your employees' experience with the PFML and leave of absence process?

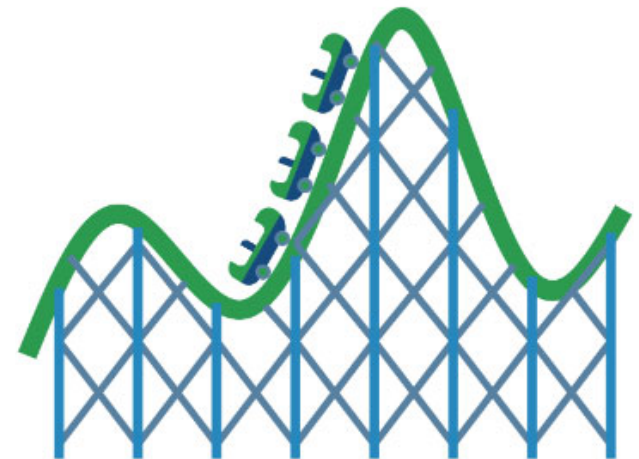


# Monitoring Your Party's Success

How are you monitoring and trending PFML utilization? How have you kept up on ongoing state requirements (quarterly wage reports and contribution remittance, private plan re-approval, private plan reporting)?

## The Party Never Stops

How have legislative changes and ongoing rulemaking impacted your organization since program go-live?





# Expanding the Guest List for the Next Party

What is the right approach for multi-state employers?



# Post-Party Lessons Learned

What were your biggest lessons learned from implementing Statutory PFML?



# Join the Party!

Tell us about your experience, any challenges you've faced, how you overcame them, etc.



# Keep the Party Alive!

Join us tomorrow for a Paid Family  
& Medical Leave (PFML)  
Roundtable Discussion:

**Wednesday, August 7<sup>th</sup>**

**3:15-4:15pm**

We hope to see you there!