



Weekly Claim User Guide

Washington's Paid Family & Medical Leave Program

Here for you. Use this guide for assistance with the SecureAccess Washington (SAW) and Paid Family and Medical Leave online portals.

Stay informed. This guide is updated regularly to match the current user experience. The most recent version of this guide is available at paidleave.wa.gov.

paidleave.wa.gov

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Introduction

This user guide will help you use the SecureAccess Washington (SAW) and Paid Family and Medical Leave online portals. You must login to the SAW portal to access the Paid Leave portal. See the table of contents for specific tasks and the info boxes, like the one below, for additional information that may answer your questions or help you work through common issues.

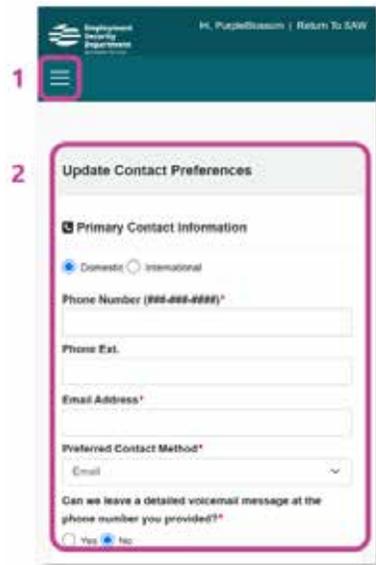
 **Need help?** Check these boxes for helpful information and ways to troubleshoot common issues.

Mobile, tablet, and desktop view

The screenshots in this user guide are shown in tablet view, which may differ from the view you have on your device. If you are on a mobile phone, the content may be organized differently from these screenshots. For example:

1. The navigation menu. In mobile view, you will have to click the 'hamburger menu' to view the navigation options. In tablet or desktop view, the navigation menu is typically spread out horizontally with all options viewable.
2. Vertical row(s). In mobile view, content may be organized into one vertical row, while in tablet and desktop view content will usually be spread out in multiple vertical rows.

Mobile view



1

2

Update Contact Preferences

Primary Contact Information

Domestic International

Phone Number (###-###-####)*

Phone Ext.

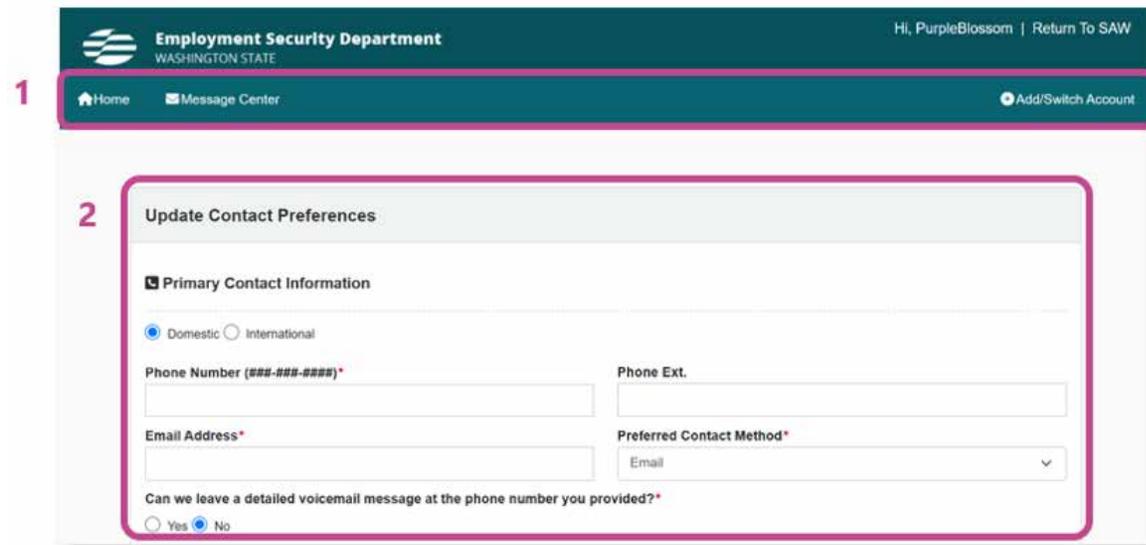
Email Address*

Preferred Contact Method*

Can we leave a detailed voicemail message at the phone number you provided?*

Yes No

Tablet or desktop view



1

2

Update Contact Preferences

Primary Contact Information

Domestic International

Phone Number (###-###-####)*

Phone Ext.

Email Address*

Preferred Contact Method*

Can we leave a detailed voicemail message at the phone number you provided?*

Yes No

The SecureAccess Washington (SAW) and Paid Leave Portals

SecureAccess Washington (SAW) is an online portal used to access Washington state services securely. You only need one SAW account to access services from state agencies, including Paid Family and Medical Leave. In SAW you can link to the Paid Family and Medical Leave service and manage your SAW account profile and settings. Once linked, you can access the Paid Family and Medical Leave portal to manage your online Paid Leave account(s) and take actions such as apply for Paid Leave benefits, register your business, update your contact preferences, or request a WA Cares exemption.

In the SecureAccess Washington (SAW) portal you can:

- Link to and access the Paid Family and Medical Leave service.
- Manage your profile, including multi-factor authentication



In the Paid Family & Medical Leave Portal you can:

- Apply for Paid Leave benefits
- Register your business and report employees' hours & wages
- Self-employed individuals can create an Elective Coverage Account to opt in to our programs
- Apply for a WA Cares exemption
- Manage your online account

File a weekly claim

1. On the 'Paid Leave benefit homepage' click the **date hyperlink** under 'Start Weekly Payment'.

The screenshot displays a user interface for managing benefits. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. Below this, a user profile section shows the name 'Purple Blossom' and 'Customer ID' 'F016Y13134'. A 'Take Action' section contains three links: 'Update Contact Preferences', 'Update Payment Preference', and 'Start Weekly Payment'. The 'Start Weekly Payment' link is highlighted with a red box, and the date '08/06/2023 - 08/12/2023' is displayed below it. The 'My Claim(s)' section includes a table of submitted claims.

Claim ID	Claim Type	Submission Date	Claim Status	Approved Leave Duration
F016Y13134-3	Family	09/20/2024	Submitted	Pending
F016Y13134-2	Family	08/18/2023	Approved	08/07/2023 - 11/07/2023
F016Y13134-1	Medical	09/09/2023	Denied	None

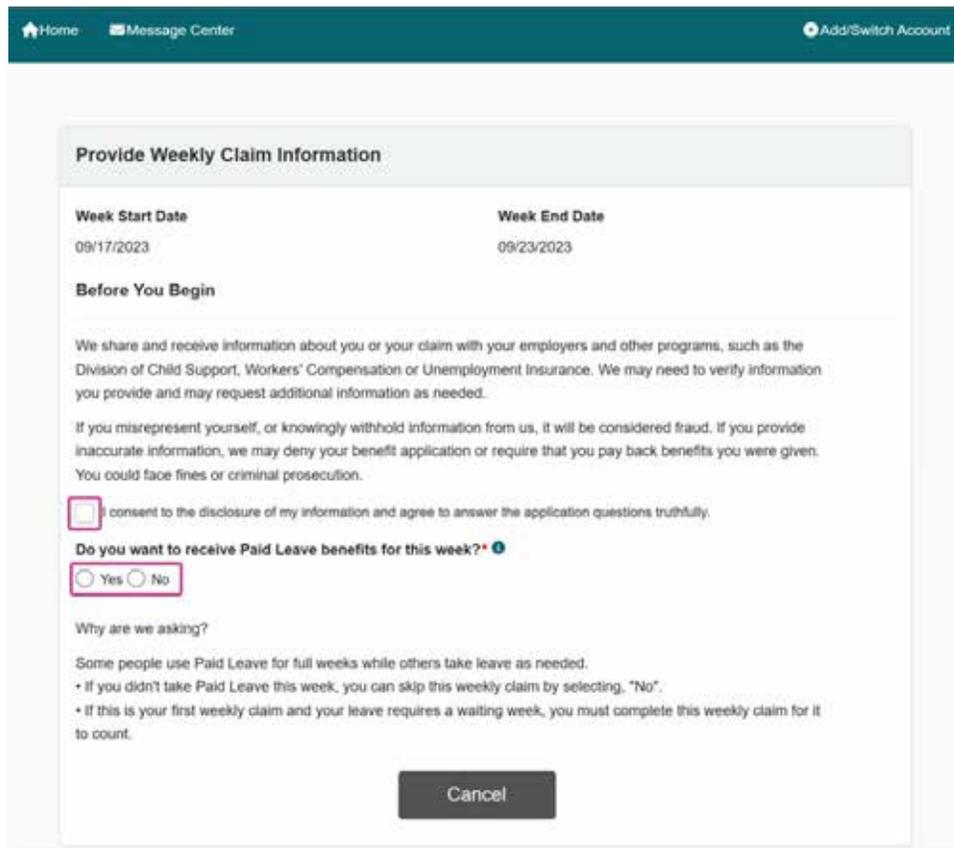
3 records

2. On the 'Provide Weekly Claim Information' screen:
 - a. Read the disclosure statement.
 - b. Click the checkbox to consent to the disclosure of your information and agree to answer the application questions truthfully.
 - c. If you have served a waiting week for your claim year, answer the question, "Do you want to receive Paid Leave benefits for this week?"

 A waiting week is the first approved week you claim when on leave. You will not be paid for this week. During your waiting week, you may use paid time off from your employer without impacting your Paid Leave benefits.

There is no waiting week for parental bonding leave, medical leave taken during the postnatal period, family leave for the loss of a child or family leave for military exigency.

- If you answer **No**, you do not want to receive Paid Leave benefits for the week, you will not be asked any more questions. Click **Submit** to complete your weekly claim.



Home Message Center Add/Switch Account

Provide Weekly Claim Information

Week Start Date	Week End Date
09/17/2023	09/23/2023

Before You Begin

We share and receive information about you or your claim with your employers and other programs, such as the Division of Child Support, Workers' Compensation or Unemployment Insurance. We may need to verify information you provide and may request additional information as needed.

If you misrepresent yourself, or knowingly withhold information from us, it will be considered fraud. If you provide inaccurate information, we may deny your benefit application or require that you pay back benefits you were given. You could face fines or criminal prosecution.

I consent to the disclosure of my information and agree to answer the application questions truthfully.

Do you want to receive Paid Leave benefits for this week?*

Yes No

Why are we asking?

Some people use Paid Leave for full weeks while others take leave as needed.

- If you didn't take Paid Leave this week, you can skip this weekly claim by selecting, "No".
- If this is your first weekly claim and your leave requires a waiting week, you must complete this weekly claim for it to count.

Cancel

3. In the 'Questionnaire' section of the 'Provide Weekly Claim Information' screen answer all the questions. The questions you are asked will depend on how you answered previous questions. Below is a list of all the questions you may see.

a. Did you (or will you) receive Unemployment Insurance benefits for this week?

 You cannot receive Paid Leave benefits during the same week you receive (or expect to receive) Unemployment Insurance benefits. This means that if you answer yes, you will not be asked any more questions and can click **Submit** to complete your weekly claim.

b. Were you (or will you be) paid for this week by Labor & Industries Workers' Compensation or by your employer's private insurer for an on-the-job injury?

 You cannot receive Paid Leave benefits during the same week you receive (or expect to receive) Workers' Compensation for an on-the-job injury. This means that if you answer yes, you will not be asked any more questions and can click **Submit** to complete your weekly claim.

c. Did you work at all this week?

- If Yes:

Questionnaire

1. Did you (or will you) receive Unemployment Insurance benefits for this week?*

Yes No

2. Were you (or will you be) paid for this week by Labor & Industries Workers' Compensation or by your employer's private insurer for an on-the-job injury?*

Yes No

3. Did you work at all this week?*

Yes No

How many hours did you work?*

10

Did you miss at least 8 consecutive hours of work this week?*

Yes No

4. Did you use any paid time off from your employer, like vacation or sick leave?*

Yes No

How many hours of paid time off did you use?*

10

What to report?

Paid Leave benefits provide a portion of your weekly pay. Some employers allow workers to use paid time off to get the rest of their weekly pay, we call this "supplemental benefits."

- Check with your employer to see if they allow supplemental benefits.
- If you are using paid time off as a supplemental benefit, don't report those hours here.

You have reached the end of your weekly claim questions. Review your answers and click "Submit" to file your weekly claim.

1. How many hours did you work?
2. Did you miss at least 8 consecutive hours of work this week?

d. Did you use any paid time off from your employer, like vacation or sick leave?



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- If you are using paid time off as a supplemental benefit, don't report those hours here.

- If Yes, how many hours of paid time off did you use?

Questionnaire

1. Did you (or will you) receive Unemployment Insurance benefits for this week?*

Yes No

2. Were you (or will you be) paid for this week by Labor & Industries Workers' Compensation or by your employer's private insurer for an on-the-job injury?*

Yes No

3. Did you work at all this week?*

Yes No

How many hours did you work?*

10

Did you miss at least 8 consecutive hours of work this week?*

Yes No

4. Did you use any paid time off from your employer, like vacation or sick leave?*

Yes No

How many hours of paid time off did you use?*

10

What to report?

Paid Leave benefits provide a portion of your weekly pay. Some employers allow workers to use paid time off to get the rest of their weekly pay, we call this "supplemental benefits."

- Check with your employer to see if they allow supplemental benefits.
- If you are using paid time off as a supplemental benefit, don't report those hours here.

You have reached the end of your weekly claim questions. Review your answers and click "Submit" to file your weekly claim.

Cancel Submit



You must miss at least eight consecutive hours in a week to get Paid Leave benefits for that week. This means, if you answer No to missing at least 8 consecutive hours of work for the week, the weekly claim questionnaire will end. You have missed 8 consecutive hours if you:

- Missed a full 8-hour shift.
- You missed the last 4 hours of one shift and the first 4 hours of the next shift.
- You missed two 4-hour shifts in a row.

4. Review your answers for accuracy. Then, click **Submit**.

Questionnaire

1. Did you (or will you) receive Unemployment Insurance benefits for this week?*

Yes No

2. Were you (or will you be) paid for this week by Labor & Industries Workers' Compensation or by your employer's private insurer for an on-the-job injury?*

Yes No

3. Did you work at all this week?*

Yes No

How many hours did you work?*

10

Did you miss at least 8 consecutive hours of work this week?*

Yes No

4. Did you use any paid time off from your employer, like vacation or sick leave?*

Yes No

How many hours of paid time off did you use?*

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