DELAWARE LABOR FIRST

Third Party Administrator

LaborFirst User Manual

Third Party Administrator LaborFirst User Manual
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Overview

We will now start working with some of the most important components of LaborFirst.

At any time, please select the LaborFirst Logo in the top right corner to come back to the Table of Contents.

- **Getting Started:**
  - System requirements (visit the LaborFirst website)
  - Signing into LaborFirst for the first time
  - Overview of the user interface and main dashboard
- **Enrollment Process**
  - How to navigate Delaware Labor First
  - Step-by-step guide to enrolling in Paid Family Medical Leave (PFML) or "Paid Leave"
- **Managing Your Account**
  - Updating account information
- **Help and Support Resources** (visit the LaborFirst website)
  - Contacting the Help Desk
  - Additional resources and LaborFirst guides
  - Frequently Asked Questions

Before You Start

Before you can sign in to LaborFirst, you must complete two activities.

Step One: Are You a New Business Operating in Delaware?
If your business is registered in Delaware One Stop, proceed to Step 2.
If you haven't registered your business in Delaware One Stop, please visit One Stop.
If you need **help**, visit the One Stop Contact page.

Step Two: Everyone must establish State of Delaware sign-in credentials. Go Here.
Third Party Administrator or Professional Employer Organization? **Go Here**.
For **Help**, written instructions are available **here**, or you can watch this **video**.
If you are unable to complete the credentialing process, please call 302-761-8375.

Have you completed the steps above? You can now access **LaborFirst** from the **LaborFirst tile** on your MyDelaware dashboard.

My Delaware LaborFirst Tile

Note: If a TPA is operating in the State of Delaware as an employer, they will also need to complete Employer Registration in LaborFirst. If you need more information or training materials? Documentation specifically developed for Employers, TPAs, and PEOs are available from the LaborFirst home page, then select the appropriate tile for your business type.

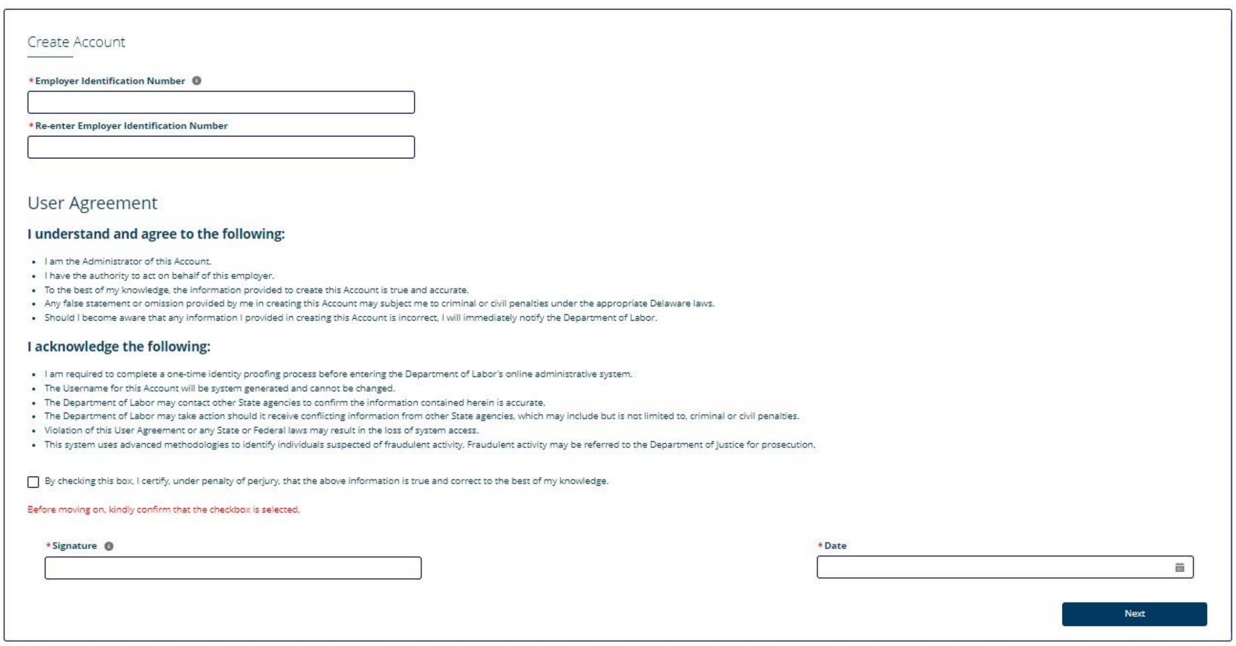
Registration

Third-Party Administrator (TPA) Registration

Once a person has established their State of Delaware sign in credentials and selects the LaborFirst tile from MyDelaware.gov (see the prior page), they can begin working in LaborFirst.

This section of the user manual provides the steps for a Third-Party Administrator (TPA) (and Professional Employer Organization – PEOs) to complete LaborFirst registration. A TPA is an organization that provides operational services such as claims processing and employee benefits management under contract to another company.

The ‘Create Account’ screen is the first step in the TPA Registration process after a successful sign in if someone has not already registered the TPA in LaborFirst. This screen asks the TPA to enter and reenter their Employer Identification Number. Unlike employer business registration, the TPA’s FEIN does not need to match the FEIN registered in Delaware One Stop. Additionally, this screen contains a User Agreement outlining key acknowledgments to which the TPA must agree to proceed. The TPA will utilize the checkbox to certify that the above information is true and correct to the best of their knowledge, sign and date, and select **Next** to proceed with the registration process.



Create Account Screen

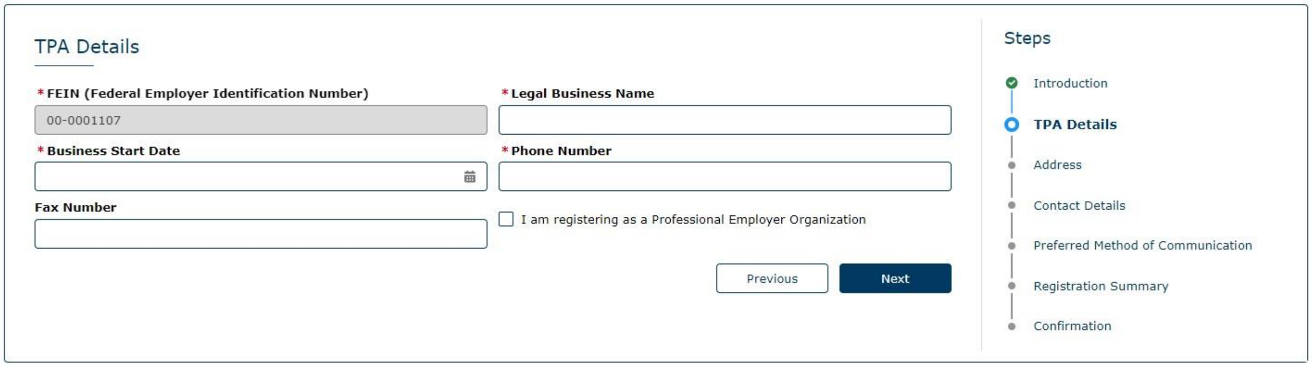
The ‘Introduction’ screen is the first screen in the TPA Registration process and highlights the information required to complete registration.

Introduction Screen

Each screen in the TPA registration process includes a ‘Steps’ status bar in the right pane. After the initial screen, **Previous** and **Next** buttons are available at the bottom of each screen to move back and forth between screens. If the person registering exits the system before completing the registration process, all previously entered information is saved and the registration status will be incomplete. When the TPA later signs in, they are presented with the ‘Introduction’ screen. However, previously entered information will be saved as they navigate the registration process. The TPA may make updates, if necessary.

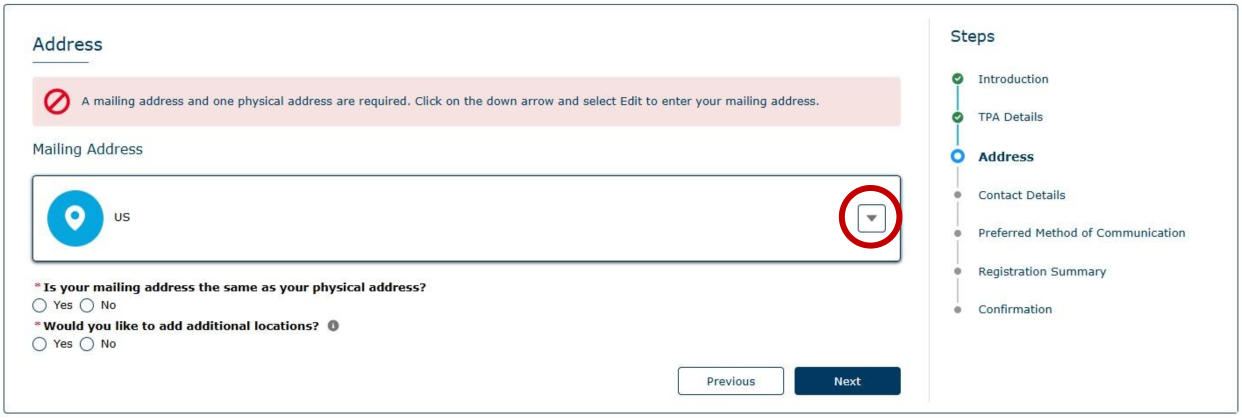
Note: Incomplete registrations will be purged from LaborFirst if not completed within 15 days.

The ‘TPA Details’ screen is the next step in the process and is accessed after selecting **Next** on the ‘Introduction’ screen. Throughout the registration process, labels marked with a red asterisk are required to proceed to the next step in the registration process. For all steps in the registration process, enter the required data, then select **Next**.



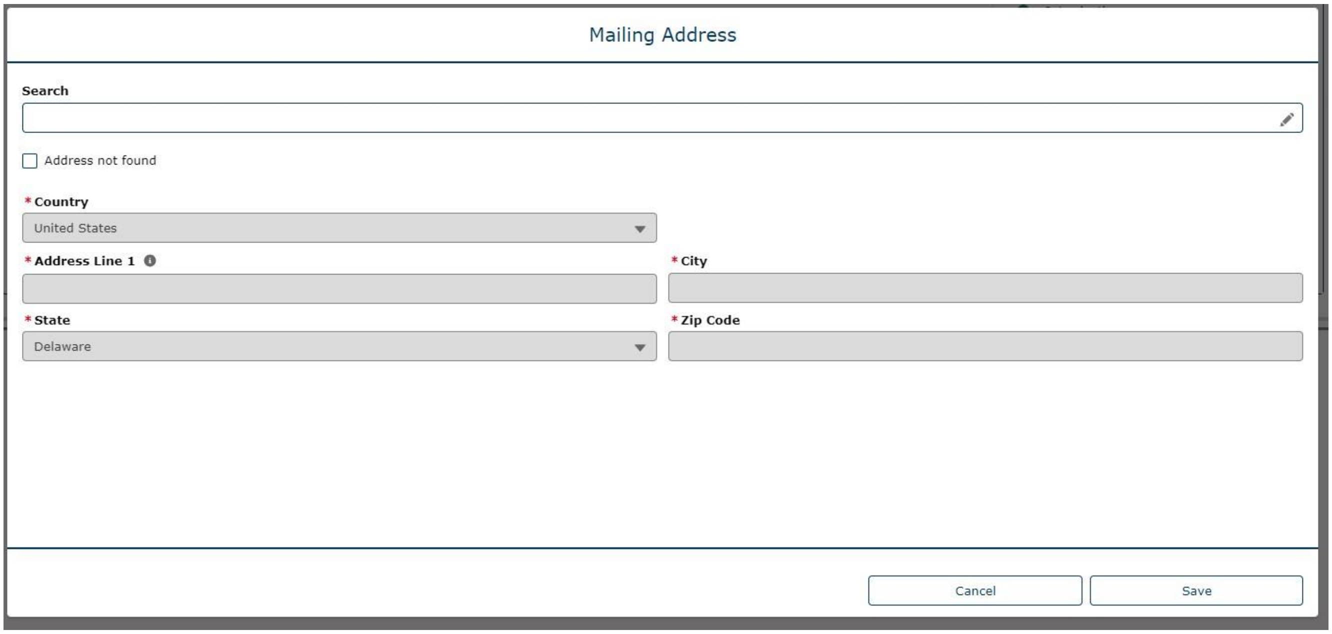
TPA Details Screen

The ‘Address’ screen is the next step in the registration process. At least one physical address and one mailing address are required. Select the down arrow, then **Edit** to launch the ‘Mailing Address’ window.



Address Screen

The first field in the 'Mailing Address' window is a search field, which utilizes an address broker to allow the person registering to start typing the address and select from a list of results. The TPA will select their mailing address, and all additional fields on the screen will populate. However, if the TPA cannot locate their address utilizing the search field, they may select **Address not found** to manually enter their address. Once the mailing address has been entered, select **Save**.



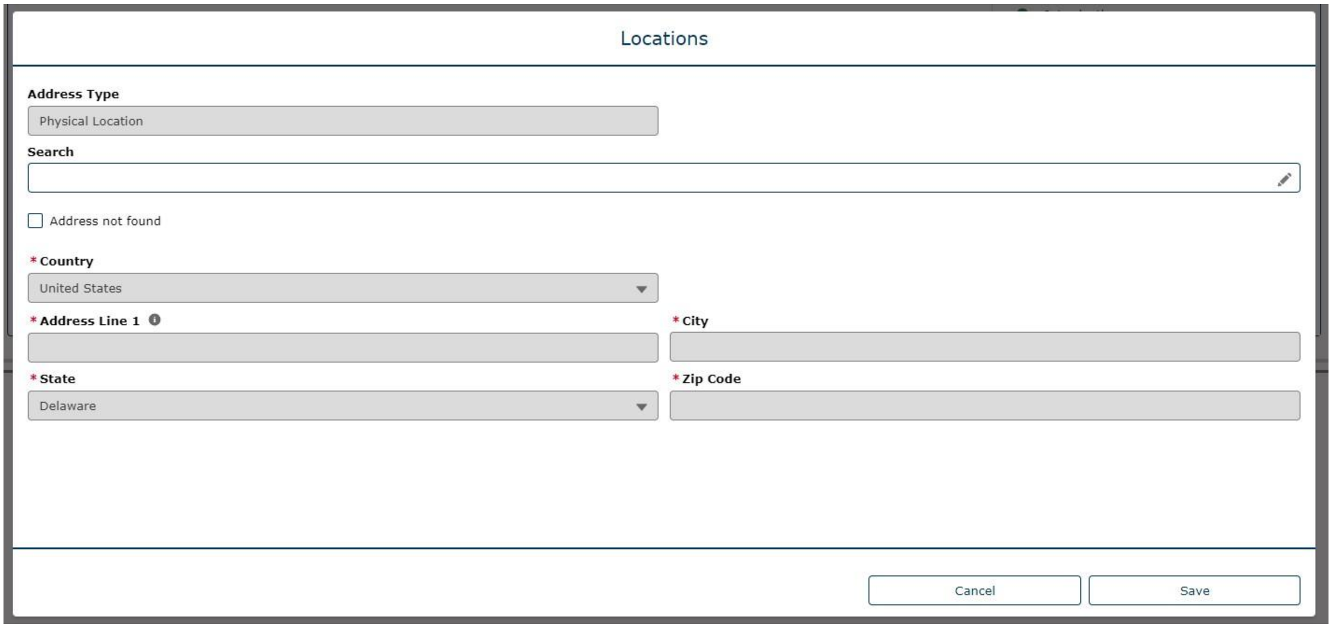
Mailing Address Screen

If the person registering indicates that their physical address is different from their mailing address, an additional address field will be dynamically displayed on the screen for the physical location. Follow the steps previously mentioned to enter a new physical address.

If the person registering answers “Yes” to the question “Would you like to add additional locations?” then ‘Additional Locations’ will appear in the ‘Steps’ pane on the right. To enter a new location, select +**New** to launch the ‘Additional Locations’ window.

TPA Additional Locations Screen

The 'Locations' screen allows the person registering to enter address information for additional physical locations. Because of this, the 'Address Type' field is prepopulated to 'Physical Location' in a read-only format. Enter the address details as requested, then select **Save**. Select **Proceed** to go to the next screen.



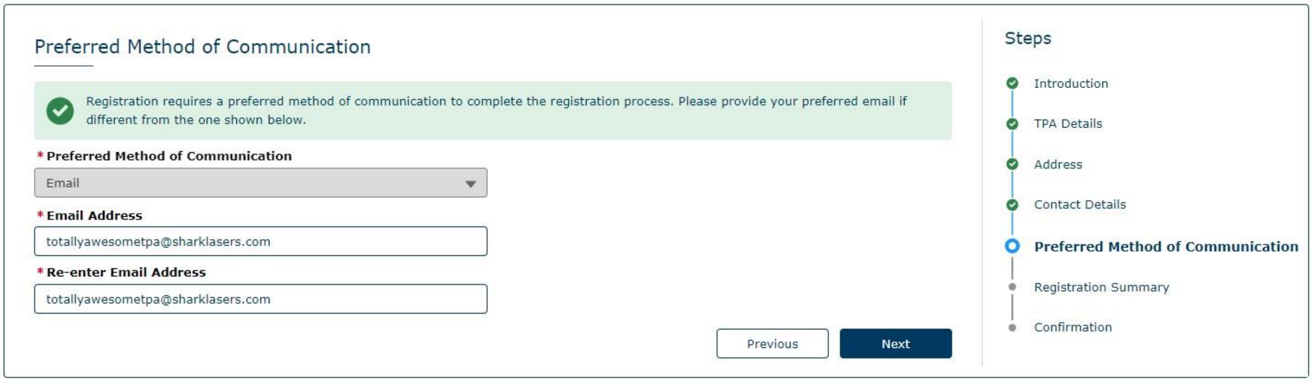
Locations Window

‘Contacts’ is the next step in the process. To proceed, you must register one contact. Enter the registration contact’s information in the fields on the screen, then select **Next** to continue.

TPA Contact Details Screen

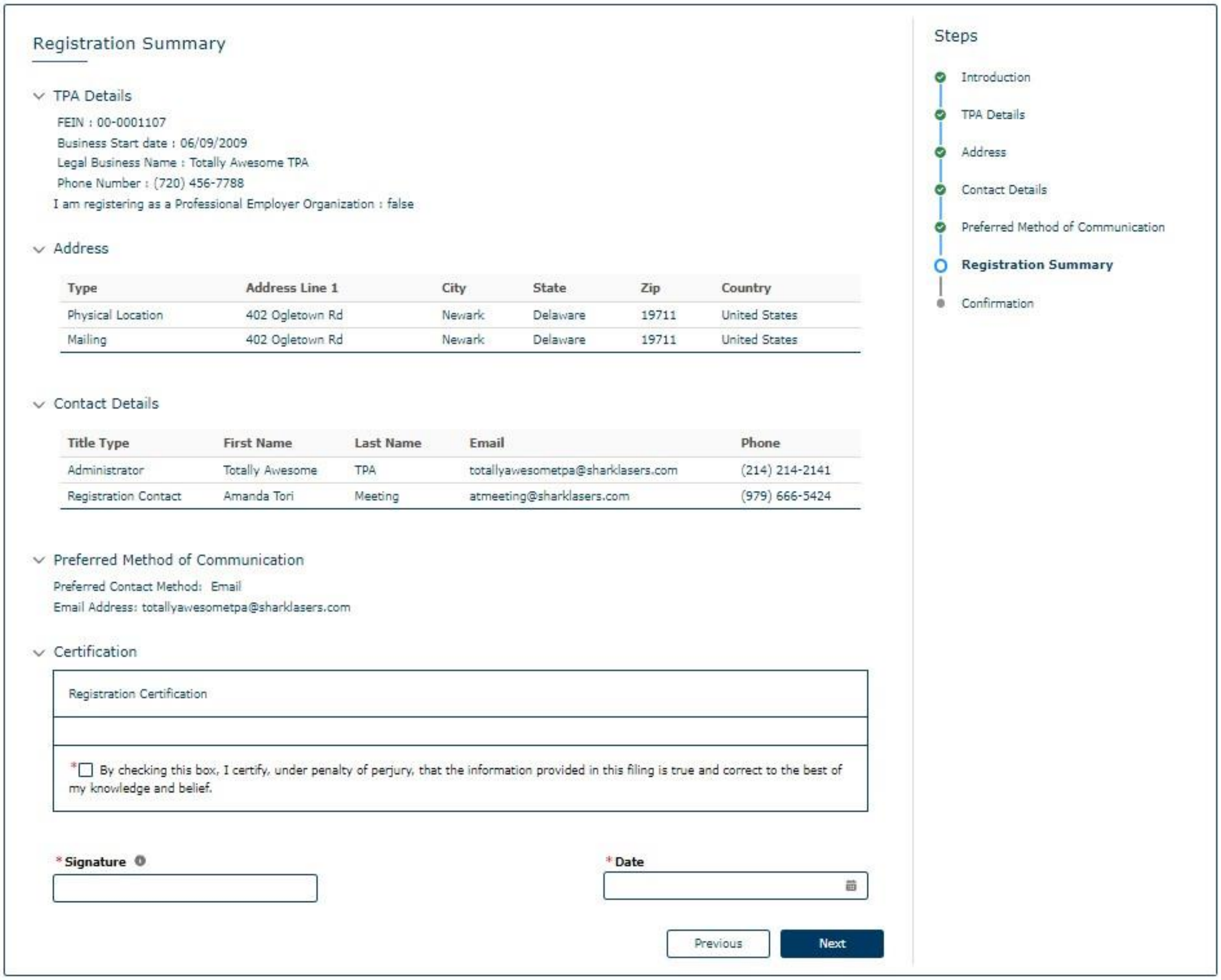
'Preferred Method of Communication' is the next step. The Preferred Contact Method defaults to email in a read-only format; however, the person registering can edit the email provided as needed. Enter the requisite information and then select **Next**.

Note: A registration email is sent to the email entered upon successful completion of the registration process.



Preferred Method of Communication Screen

A ‘Registration Summary’ allows the person registering to review the information entered during the registration process. Though the information on this screen is read-only, the person registering may use **Previous** to toggle back through the screens to make any necessary corrections. Review the information and, if accurate, read and agree to the disclosure, sign and date, then select **Next** to complete the registration.



Registration Summary

TPA Details

FEIN : 00-0001107
Business Start date : 06/09/2009
Legal Business Name : Totally Awesome TPA
Phone Number : (720) 456-7788
I am registering as a Professional Employer Organization : false

Address

Type	Address Line 1	City	State	Zip	Country
Physical Location	402 Ogletown Rd	Newark	Delaware	19711	United States
Mailing	402 Ogletown Rd	Newark	Delaware	19711	United States

Contact Details

Title Type	First Name	Last Name	Email	Phone
Administrator	Totally Awesome	TPA	totallyawesometpa@sharklasers.com	(214) 214-2141
Registration Contact	Amanda Tori	Meeting	atmeeting@sharklasers.com	(979) 666-5424

Preferred Method of Communication

Preferred Contact Method: Email
Email Address: totallyawesometpa@sharklasers.com

Certification

Registration Certification

* By checking this box, I certify, under penalty of perjury, that the information provided in this filing is true and correct to the best of my knowledge and belief.

* Signature

* Date

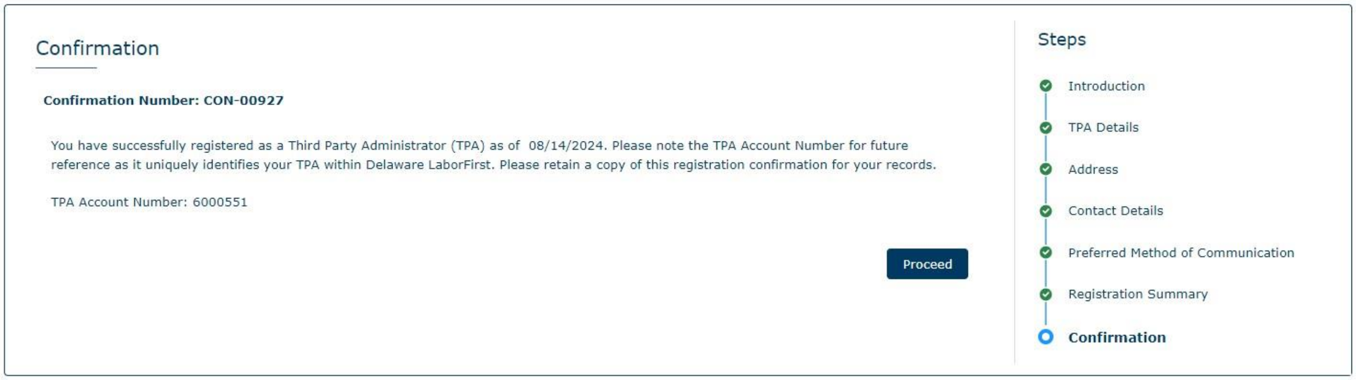
Previous
Next

Steps

Introduction
TPA Details
Address
Contact Details
Preferred Method of Communication
Registration Summary
Confirmation

Registration Summary Screen

Upon successful completion of the registration process, the 'Confirmation' screen appears and an email is sent to the registration contact. LaborFirst provides the TPA Account Number and Confirmation Number for reference. Select **Proceed** to return to the 'TPA Home Page'.

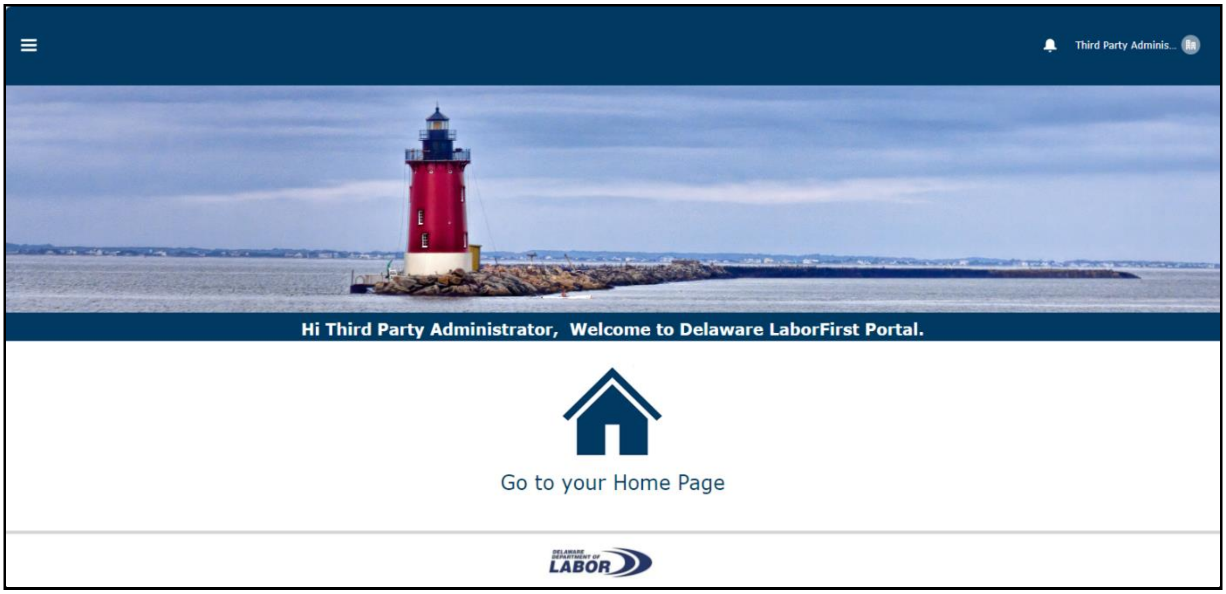


Registration Confirmation Screen

TPA Portal General Navigation

TPA Portal Page

After signing in, the TPA user will land on the TPA Portal Page. From here a user can access their Home Page, view Notifications, use the Profile Icon, or use the 'Menu' (three lines in the upper left corner) to move to various screens.

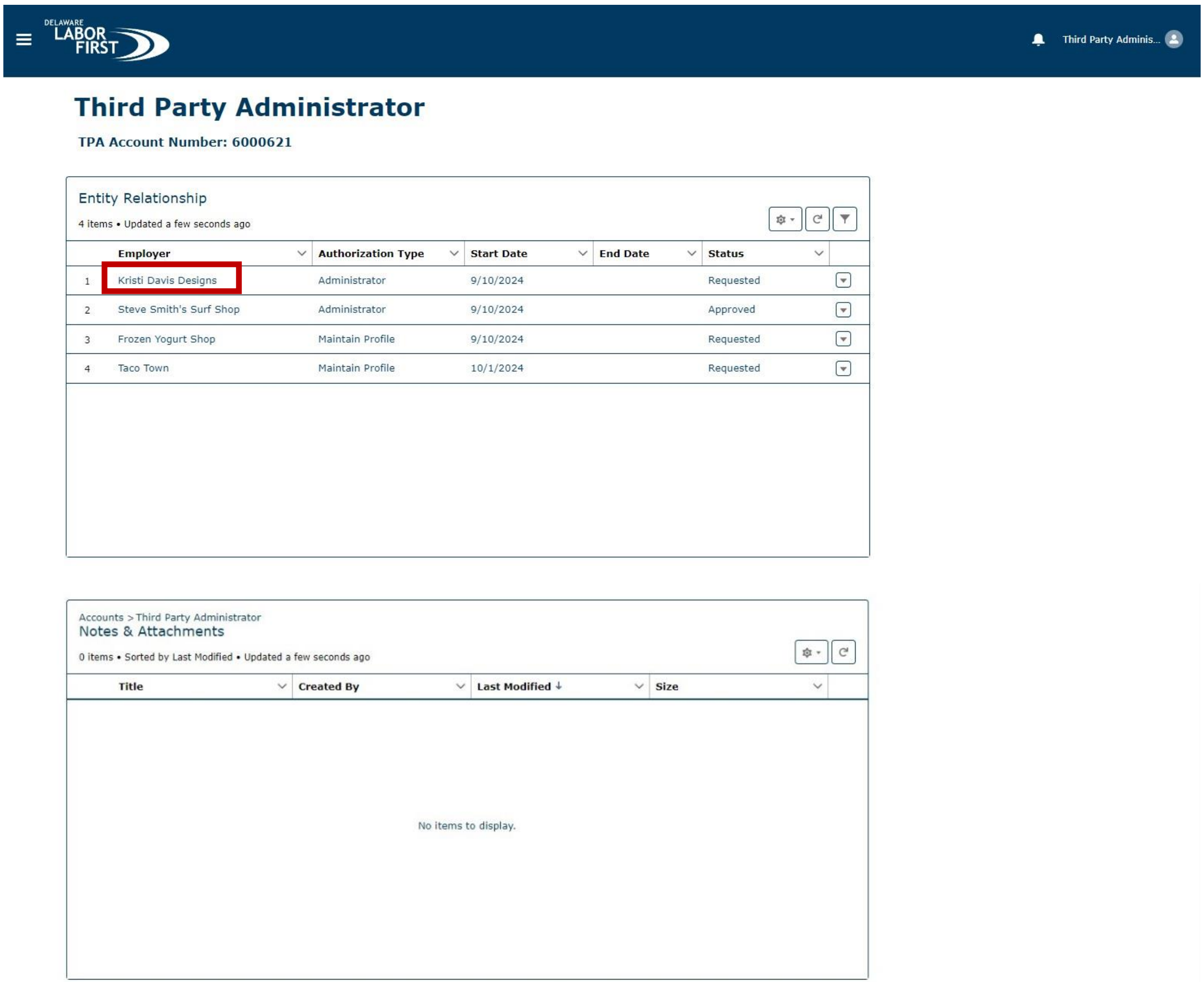


TPA Portal Page

TPA Home Screen

Select **Go to your Home Page** to move to the screen shown below. Here, you can view the linked business accounts. Entity Relationships are dynamically displayed once the employer and TPA relationship is established.

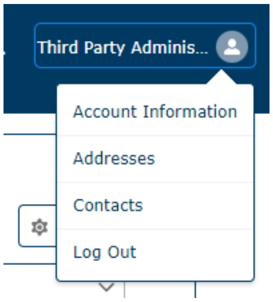
By selecting the **Employer**, the TPA will be navigated to the employer's account and will may be able to view/edit different areas within the employer portal based on the level of access. Please review the Employer LaborFirst User Guide for more details.



TPA Home Screen

Profile Icon

The TPA Profile Icon is at the top right corner of the screen. From here, the TPA can view Account Information, Addresses, and Contacts. The Profile Icon also allows the user to **Log Out** of the system.



TPA Profile Icon Dropdown Menu

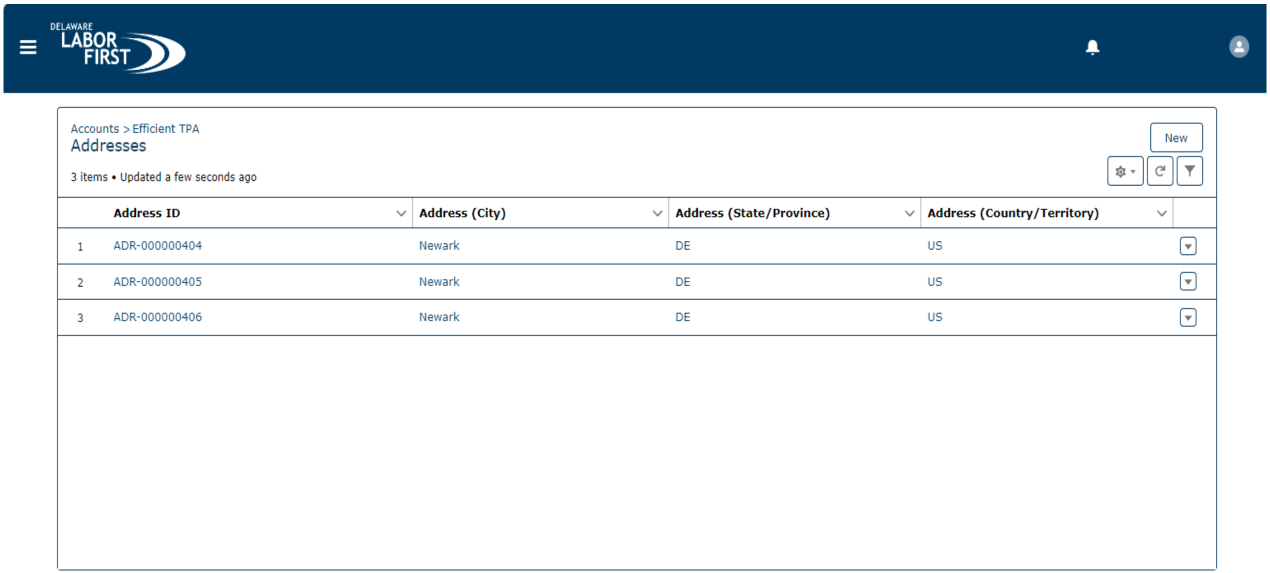
Account Information

The 'Account Information' screen allows the TPA to view their account details. The information presented is the information currently on file – Either provided at registration or updated by Delaware Department of Labor staff.

Account Information Screen

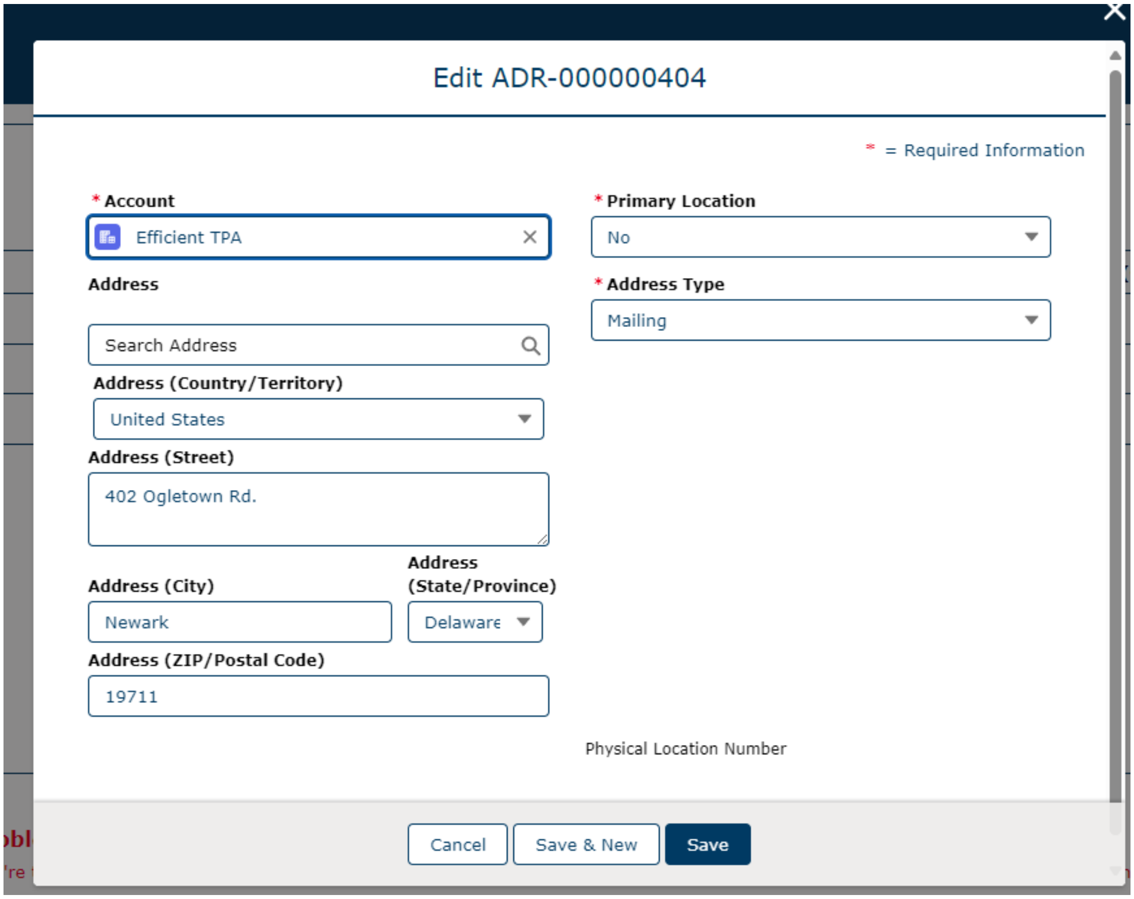
Addresses

The ‘Addresses’ Screen allows the TPA to view, add, edit, or delete addresses associated with the account.



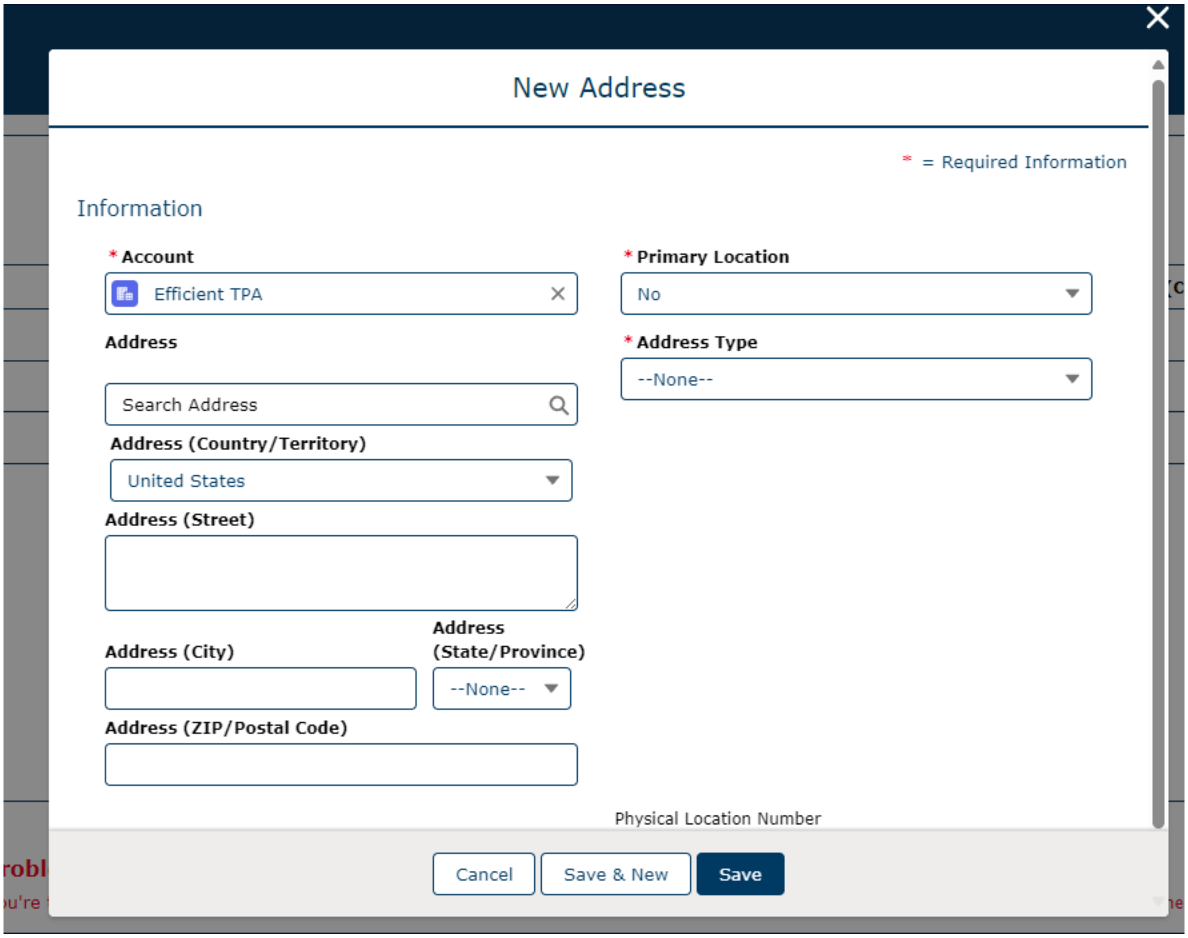
Addresses Screen

To edit an address that already exists within the system, select the down arrow to the right of the address, then **Edit**. Once the desired changes are made, select **Save** to return to the 'Addresses' screen.



Edit Addresses Screen

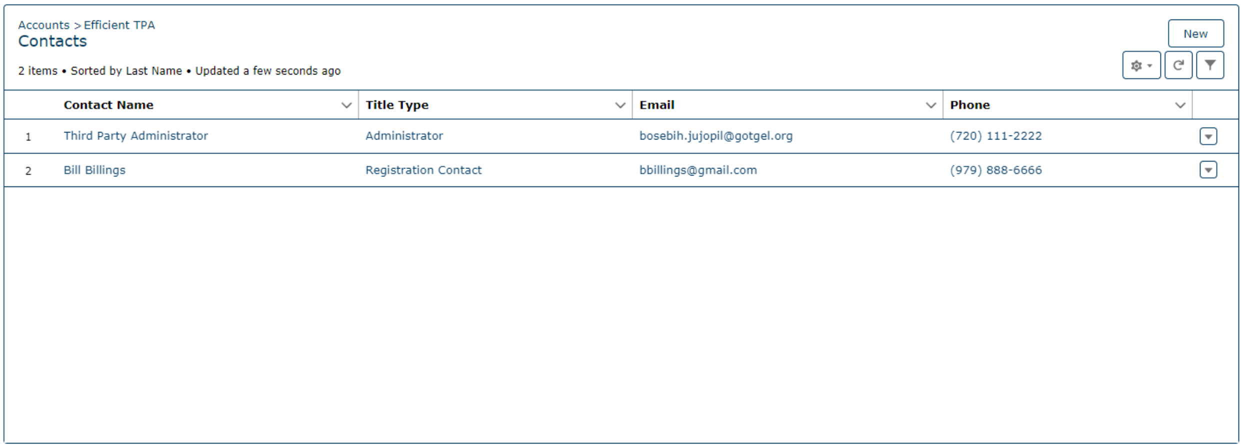
To enter a new address, select **New** in the top right corner of the screen.



New Address Screen

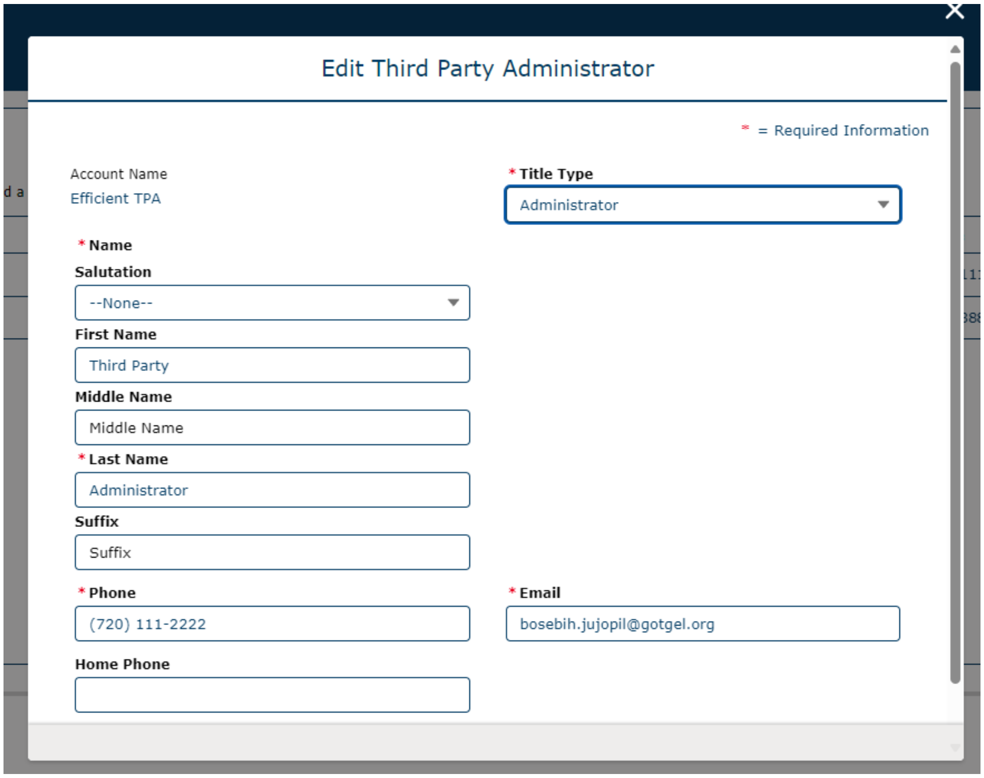
Contacts

The ‘Contacts’ Screen allows the user to edit and/or enter to contact details to the account.



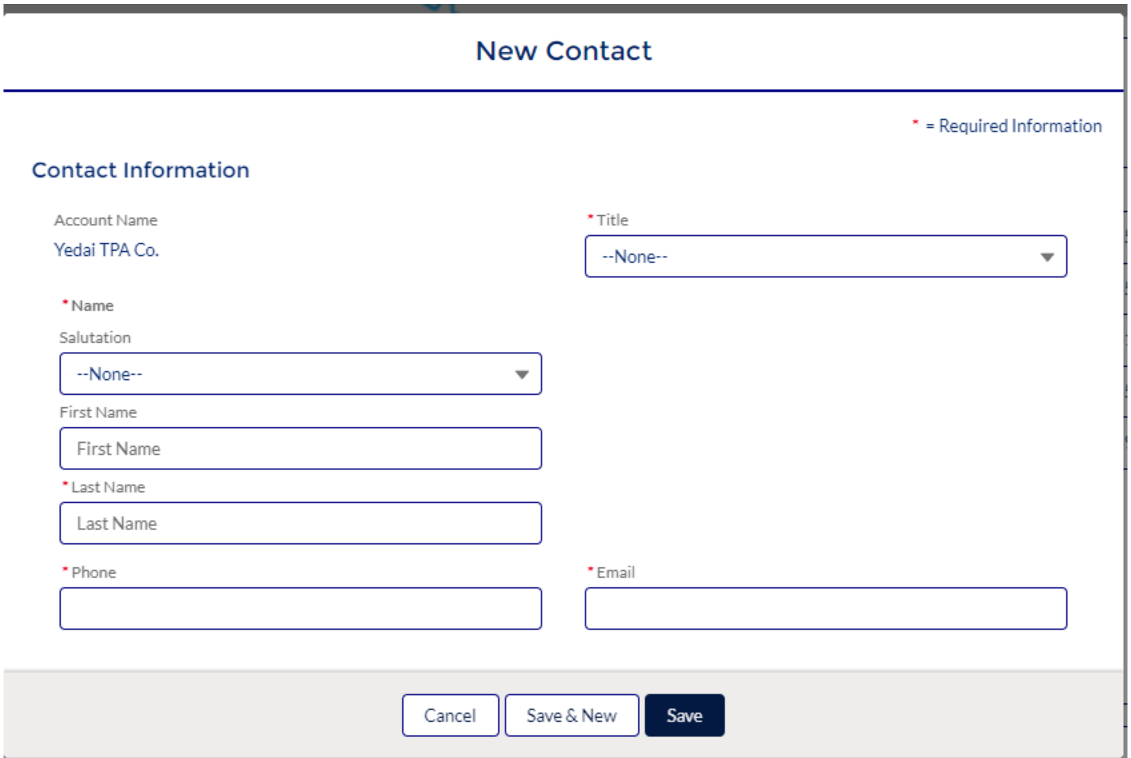
Contacts Screen

To edit an existing contact, select the down arrow, then **Edit**.



Edit Third Party Administrator Screen

To add a new contact, select **New** in the top right corner of screen.

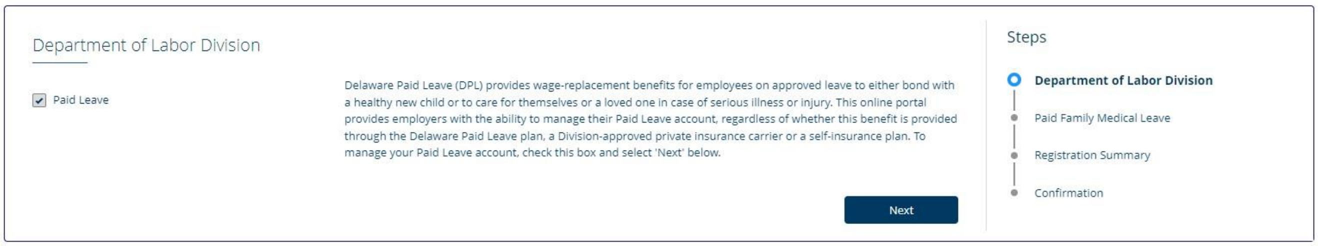


New Contact Screen

Paid Leave Registration

Once a business has registered, the employer or their TPA may complete the Paid Family Medical Leave (PFML) enrollment process. Please note: an employer will automatically be navigated into the Paid Leave enrollment process immediately following the completion of business registration. However, if the TPA or employer logs out of LaborFirst, they can select **Register for Paid Leave** on the 'Employer Portal Landing Screen' upon logging back in.

The first screen in the PFML registration process is the 'Department of Labor Division' screen. This screen provides a brief description of the Delaware Paid Leave (DPL) Program. Read the description and select **Next**.



Department of Labor Division Screen

The next screen is the 'Paid Family Medical Leave' screen. Components on this screen are displayed dynamically based on the employee count provided in business registration.

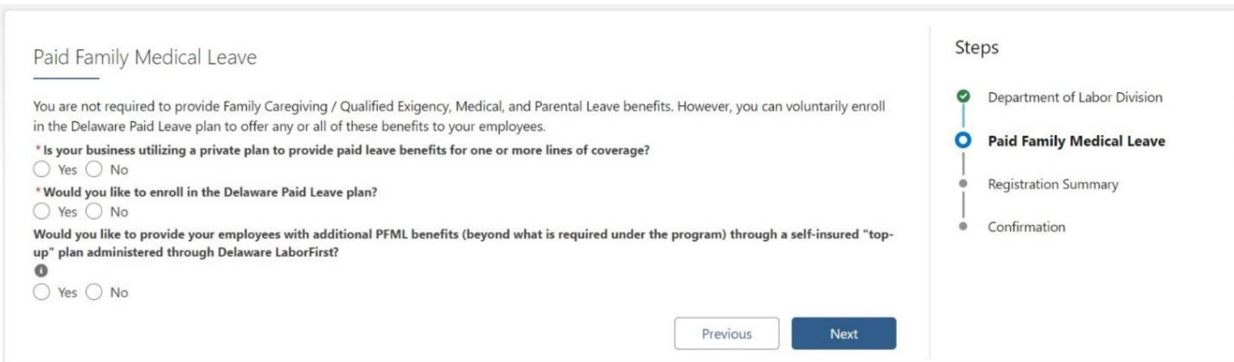
Please note that businesses are automatically enrolled in the Delaware Paid Leave Plan for their required lines of coverage based on employee count. However, the first question on this screen asks if this business is applying utilizing a private plan to provide paid leave benefits for one or more lines of coverage. This question is only displayed if Delaware Paid Leave has certified insurance plans on file.

The second question asks if the business would like to enroll in the Delaware Paid Leave plan. The lines of coverage which are required under the PFML law are pre-selected. The TPA or employer may elect to enroll in additional lines of coverage. If an employer is not required to provide coverage under the PFML law, then no lines will be pre-selected, and the employer may voluntarily elect to provide coverage to any or all lines of coverage.

The final question on the screen asks the TPA or employer if they would like to provide their employees with additional PFML benefits through a self-insured "top-up" plan, which provide additional wages beyond what is required under the PFML law.

Note: The screen below may appear differently based on the employer size. For more information about program requirements, please visit the Delaware Department of Labor Paid Leave site.

An employer or their TPA will answer the following questions and select **Next**.



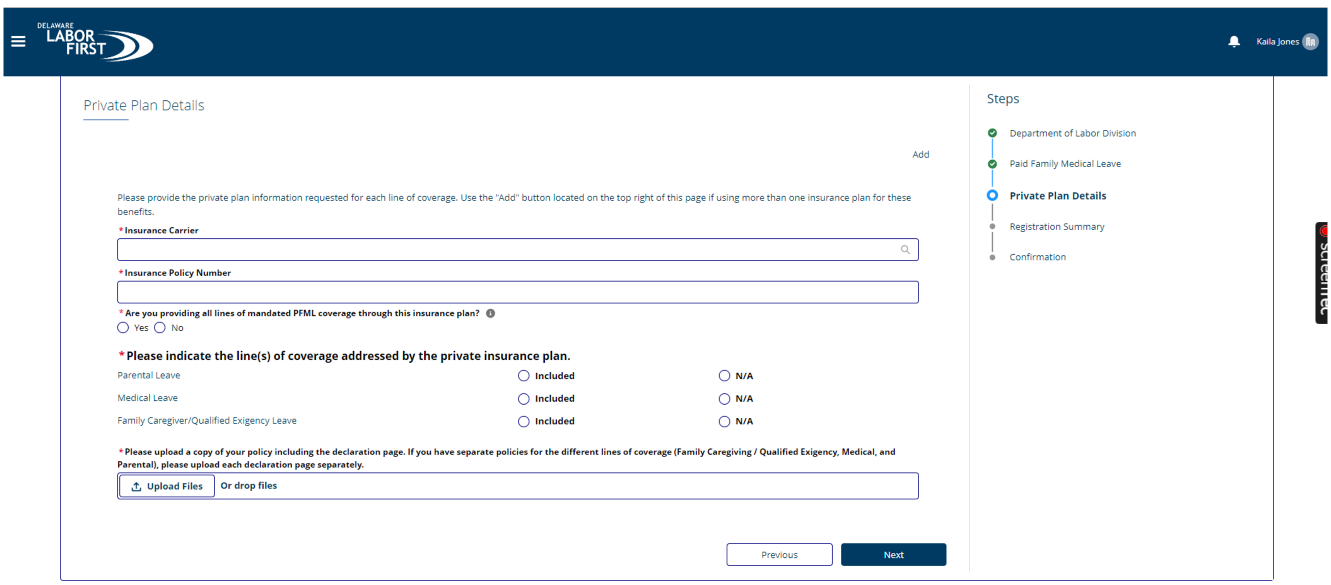
Paid Family Medical Leave Screen

If the TPA selects **Yes** when asked if the employer wishes to use a private plan to provide paid leave coverage, an additional screen will populate in the 'Steps' bar. The 'Private Plan Details' screen is used to provide more details if the person registering is enrolled in a private certified plan with one or more lines of paid coverage. The 'Private Plan Details' screen asks the employer and/or TPA to provide the Insurance Carrier's Name and Policy Number. The Insurance Carrier search field lists Active Insurance Plans.

The person registering may enter up to three different insurance carriers by selecting **Add** at the top of the page. When multiple insurance providers are entered, an error message is generated when lines of coverage are duplicated. Each carrier must have at least one line of coverage. Proof of a private plan is required for Paid Leave Staff review and approval. Provide a copy of the plan using the required file upload field. Agency staff will review the approval request by December 31, 2024.

Note: When selecting line(s) of coverage addressed by a private insurance or self-insured plan, you will receive an error message until **Included** or **N/A** is selected next to each line of coverage.

Upon entering the required information, select **Next**.

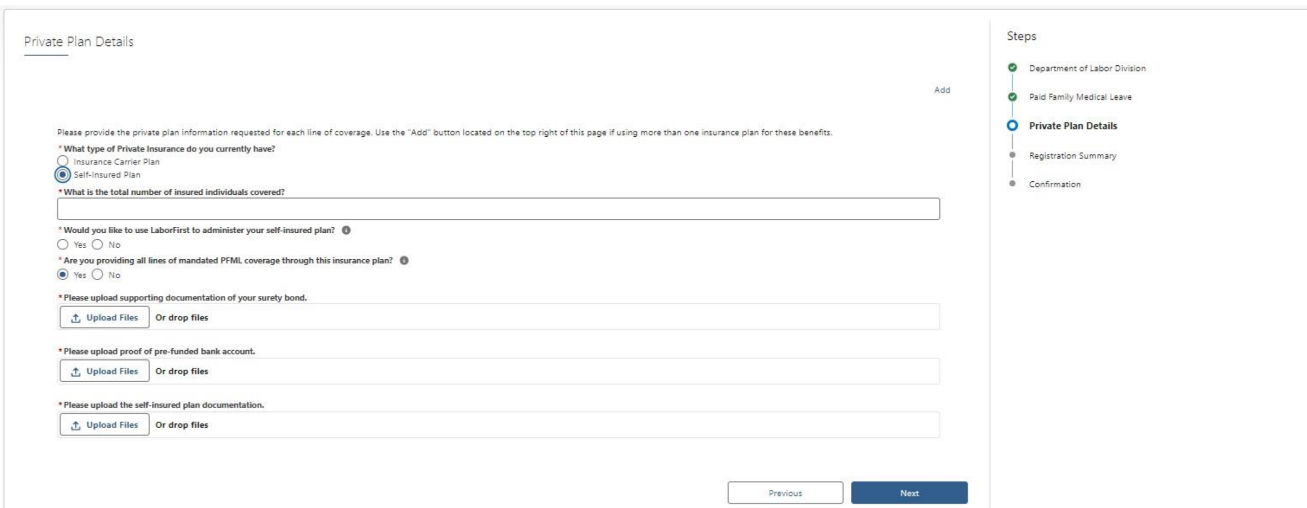


Private Plan Details Screen

Employers who meet the criteria to apply for a self-insured plan will see the first question on the ‘Private Plans Details’ screen asking the employer to indicate what type of Private Insurance they currently have: Insurance Carrier Plan or Self-Insured Plan. If “Insurance Carrier Plan” is selected, they will follow the directions from the previous section. However, the Self-Insured Plan option has a slightly different process.

Employers utilizing a self-insured plan are required to list the total number of individuals covered. Additionally, they are asked if they would like to use LaborFirst to administer their plan. Employers have the option to apply to utilize a self-insured for one or more lines of coverage as indicated by question 3. Another key difference with the self-insured plan are the documents required to upload. Employers must upload documentation of a surety bond, proof of a pre-funded bank account, and self-insured plan documentation. A file must be submitted for each of the 3 file uploads to continue to the next screen.

Enter the required information and select **Next**.

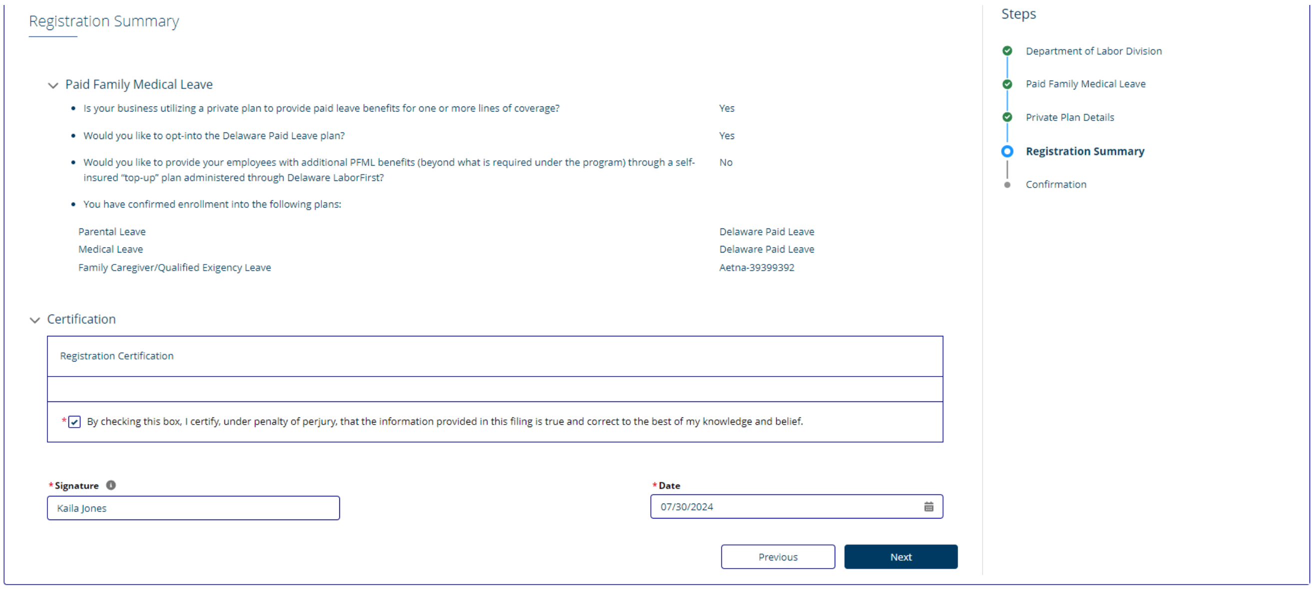


Private Plan Details Screen

After selecting **Next,** the person registering is navigated to the 'Registration Summary' screen. This screen provides the read-only registration summary and the person registering can correct information as needed and/or affirm all the information is complete and correct.

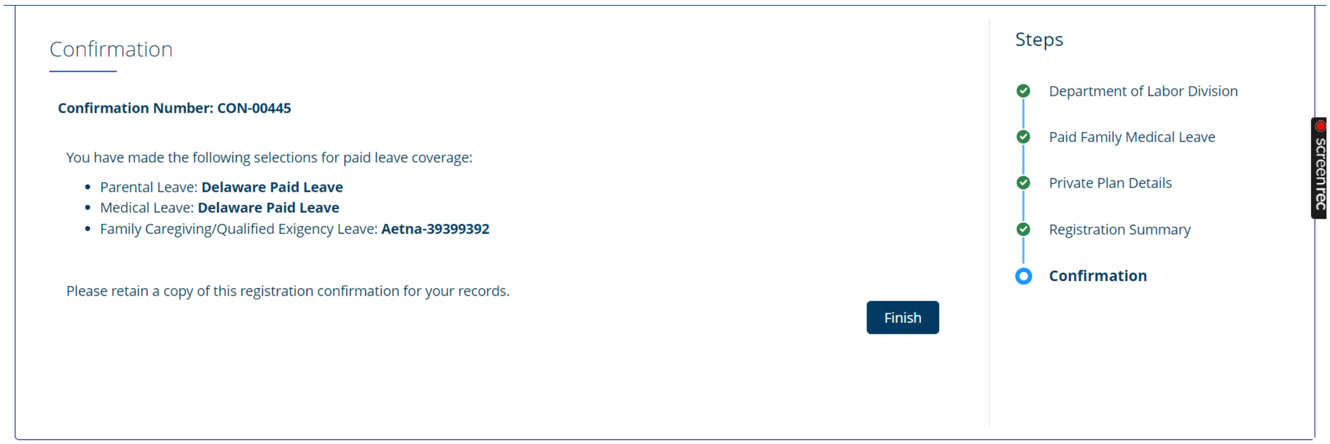
The person registering can review and/or go back in the steps to edit the information entered. Upon submission, the lines of coverage are saved to the TPA's account under paid leave division. A confirmation letter will be posted in the Employer's Portal and the employer will receive an email notifying them that a document is ready for review.

The person registering will select the checkbox to confirm that all information provided on the 'Summary' screen is correct. Select **Next** to proceed to the 'Confirmation' screen.



ESS Registration Summary Screen

The final screen in the Paid Leave Enrollment process is the ‘Confirmation Screen’. Select **Finish** to return to the ‘TPA Portal Page’.



Confirmation Screen

Log Out

At the bottom of the Profile Icon dropdown list the user can **Log Out**. This returns the user to the initial TPA sign in screen.

Menu

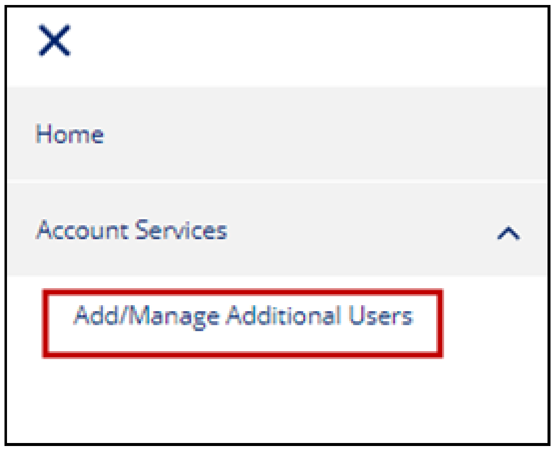
In the top left corner of the screen, you will see a menu icon. The menu helps you move to various screens for Account Services.

TPA Menu

Add and Manage Users

Add Additional Users

An Account Administrator can add additional users to their LaborFirst account. When additional users are set up, they are given access to the account and can engage in LaborFirst functionality based on permissions granted by the Account Administrator. Additional users who are granted administrator access have the same access as the account owner.



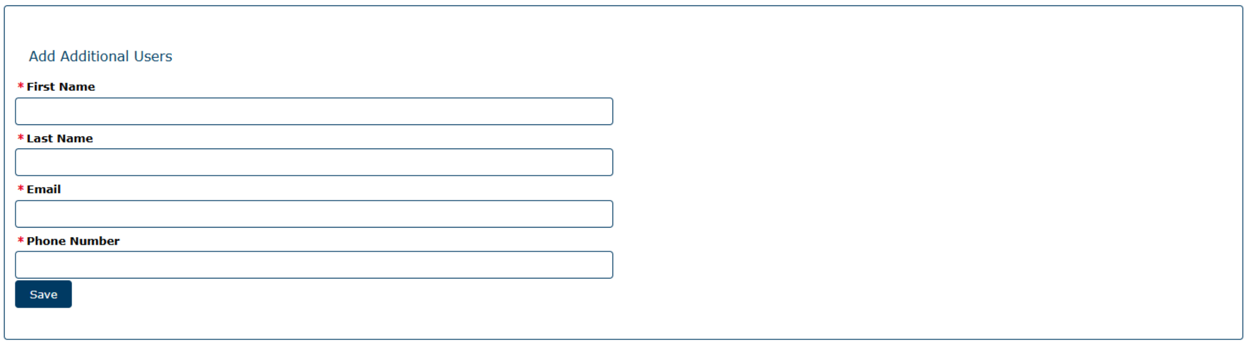
Account Services Dropdown Menu

After selecting **Add/Manage Additional Users**, the account administrator can both add new Additional Users, as well as manage relationships with existing Additional Users.

To add a new Additional User to the LaborFirst account, enter their First Name, Last Name, Email, and Phone Number. Please note: the email entered must be unique and cannot exist in LaborFirst.

Upon selecting 'Save', an email is sent to the respective person registering inviting them to create a State of Delaware account on My.Delaware.gov.

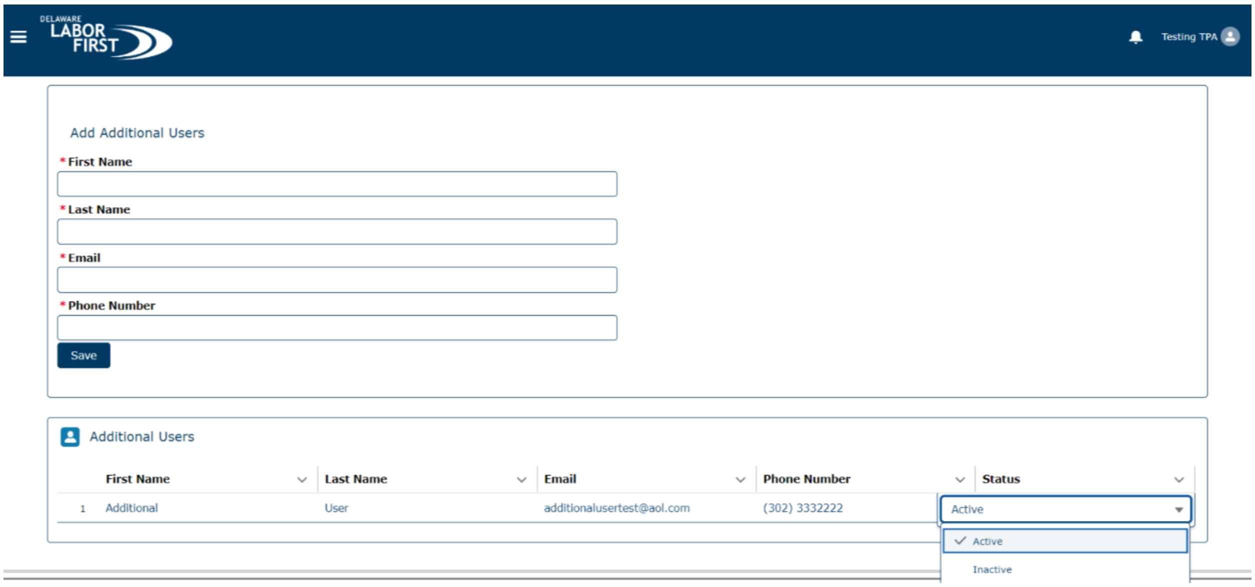
Upon selecting the link in the email, the person registering is prompted to create an account on My.Delaware.gov. (For details on obtaining Delaware state sign in credentials, please visit the [LaborFirst website] or see page 2 in this document.)



Add Additional Users Screen

Manage Additional Users

The Account Administrator can manage additional users that were added to the employer and/or TPA account. As previously mentioned, only the administrator will have access to this screen to edit a user's access, select the pencil icon. Administrators cannot deactivate other users with Administrator permissions.



Manage Users Screen

Manage TPA Access

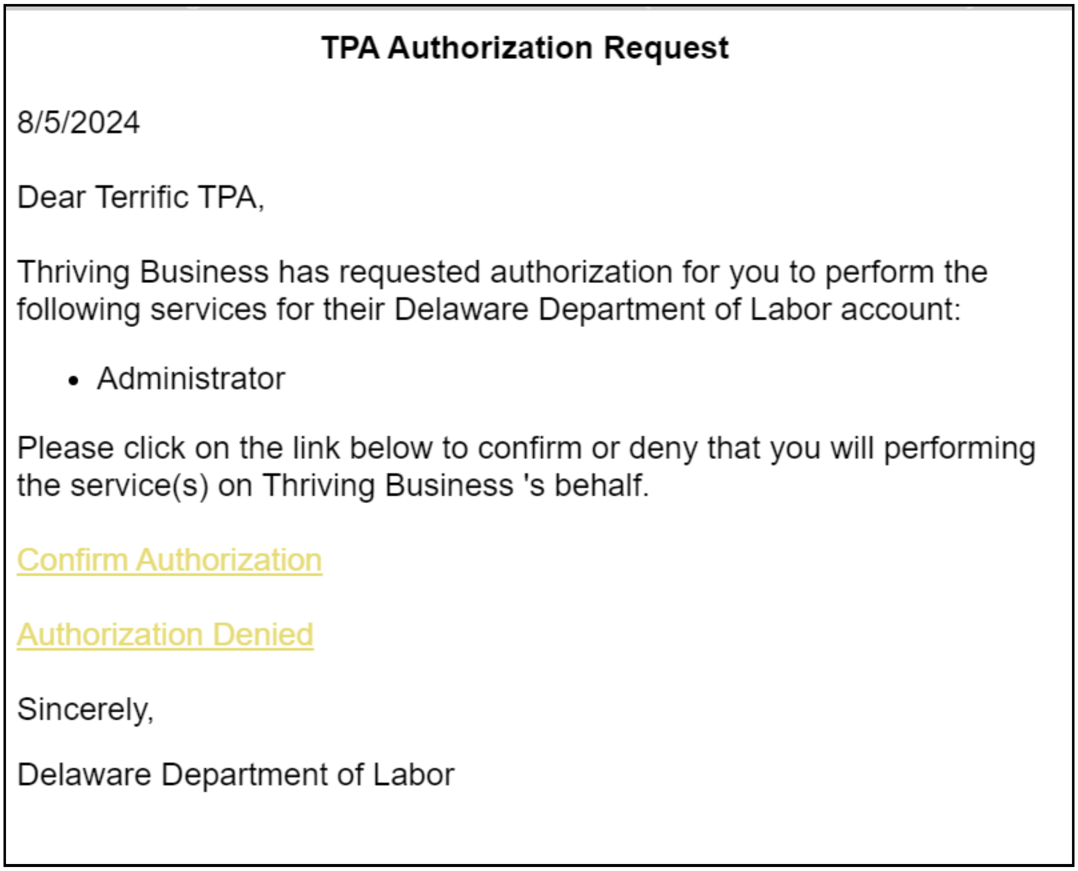
Employers who already have an agreement with a TPA will request establishing a TPA relationship in LaborFirst from the Employer Portal. The employer will initiate the relationship by selecting a TPA registered in Delaware Labor First, the relationship start date, end date (if known), and access level.

TPA Authorization levels:

- Administrator: read/update/create access is provided for all functions.
- Maintain Profile: read/update/create access to account information.
- Paid Leave Registration: may complete the paid leave account division registration.
- Paid Leave- Make A Payment: allows access to the 'Make a Payment' process within the Paid Leave division.
- File / Amend Paid Leave Records: allows the TPA to file a quarterly wage and hour report.
- Paid Leave- File Waivers and Reclassifications: allows the TPA to access the 'File Waiver' and 'File Reclassification' links within the Paid Leave division.
- File Paid Leave Appeals: allows the TPA to access to 'File Appeal' link.

Upon submission, the designated TPA will receive an email notification prompting them to Approve or Deny authorization (see next page)

Note: The TPA notification email is sent to the preferred method of communication associated with the TPA account.



TPA Authorization Request

8/5/2024

Dear Terrific TPA,

Thriving Business has requested authorization for you to perform the following services for their Delaware Department of Labor account:

- Administrator

Please click on the link below to confirm or deny that you will performing the service(s) on Thriving Business 's behalf.

Confirm Authorization

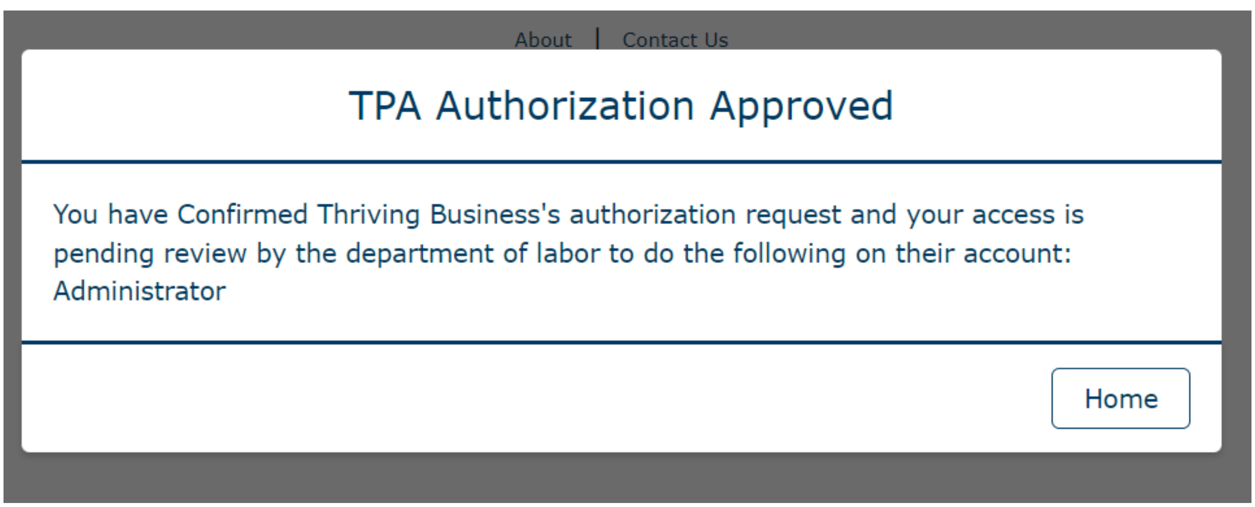
Authorization Denied

Sincerely,

Delaware Department of Labor

TPA Authorization Email Request

Selecting **Confirm Authorization** or **Authorization Denied** will presented one of the following messages depending upon whether the authorization was Approved or Denied.

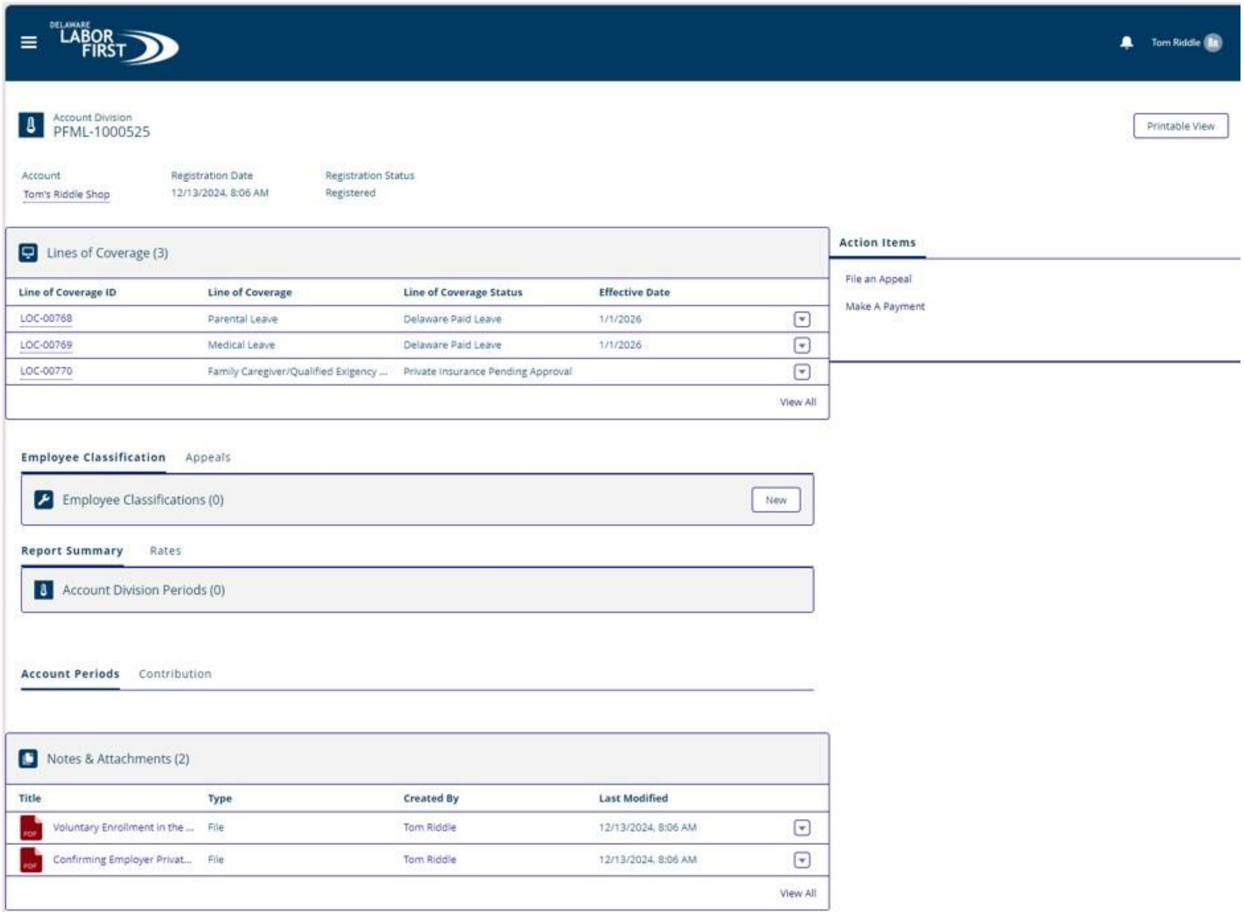


TPA Authorization Approved Notification

Once an employer has requested a TPA Authorization, and the TPA has accepted, the approval is sent to Delaware Department of Labor staff for final approval.

Account Division Screen

Once an employer has completed the Paid Leave Registration process, they can view the Line(s) of Coverage on the 'Account Division' screen in their LaborFirst account. This screen provides an overview of the Paid Leave Account Division information, including: Line(s) of Coverage, Employee Status, Employee Classifications, Appeals, Action Items and Notes and Attachments.



Account Division Screen

Action Items

Actions Items dynamically display on the Account Division screen to notify the employer of available actions specifically related to Paid Leave. The Action Items Available are 'File an Appeal', 'File Waiver', 'File Reclassification', and 'Make a Payment'.

Appeals

File an Appeal

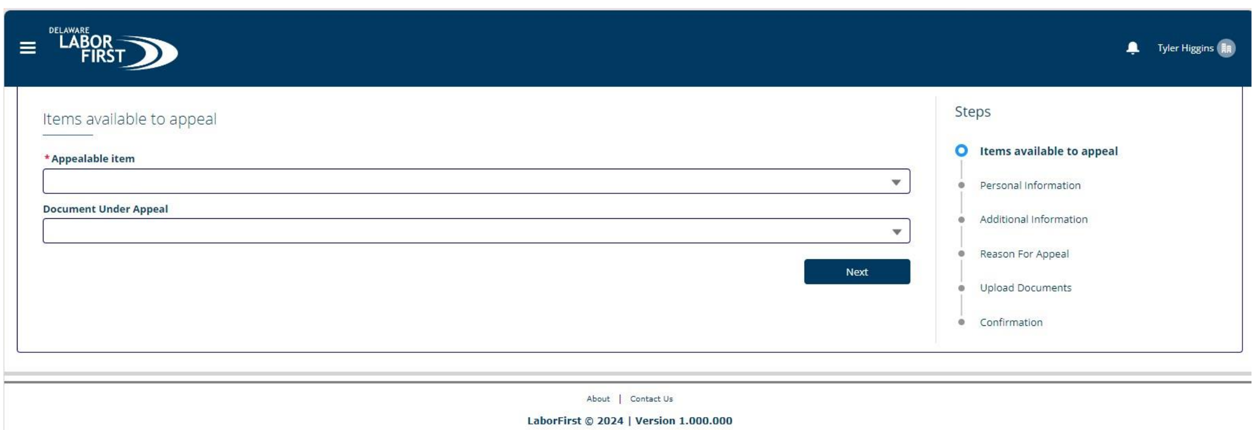
The first Action Item available to the employer is to 'File an Appeal'. If an employer disagrees with the Delaware Department of Labor's (DeDOL) decision, they can file an appeal. Appealable items include: Use of Private Plan, Contribution Calculation, Required Paid Leave Coverage, Interest and Penalties, and Violation of Act.

To begin the process, select **File an Appeal**.

The 'Items Available to Appeal' screen is the first screen presented in this process. Both fields contain a drop down menu. The first question asks employers to select the 'Appealable Item'. As previously mentioned, the appealable items include: Use of Private Plan, Contribution Calculation, Required Paid Leave Coverage, Interest and Penalties, and Violation of Act. This is a required field and must be completed in order to continue with the appeal filing process.

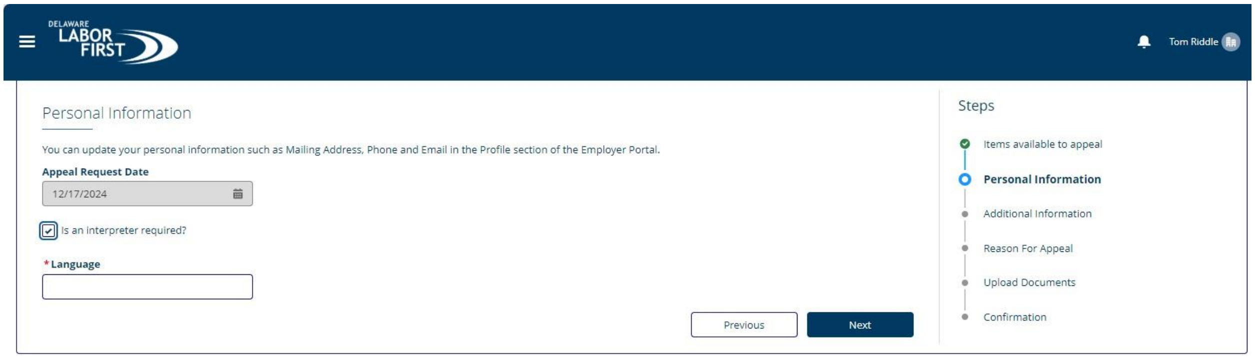
Next, the employer is asked to select the 'Document Under Appeal'. Documents display dynamically based on available documents to appeal. This list will not display any notices where an active appeal exists, or any documents with creation dates greater than a year old.

Enter the requisite information and select **Next**.



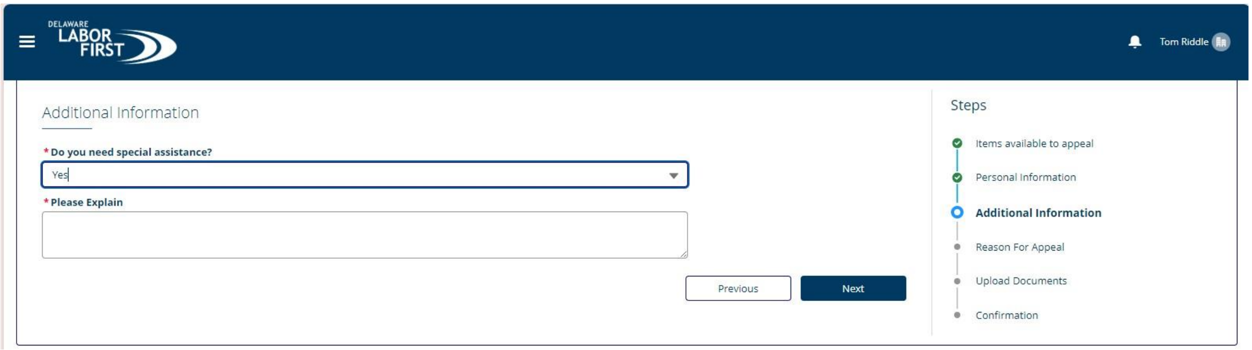
Items Available to Appeal Screen

The ‘Personal Information’ screen allows the employer to indicate if an interpreter is required. Upon selecting the check box to indicate that an interpreter is required for the appeals process, a ‘Language’ field dynamically displays, allowing the employer to enter the desired language. Upon making selections, select **Next**.



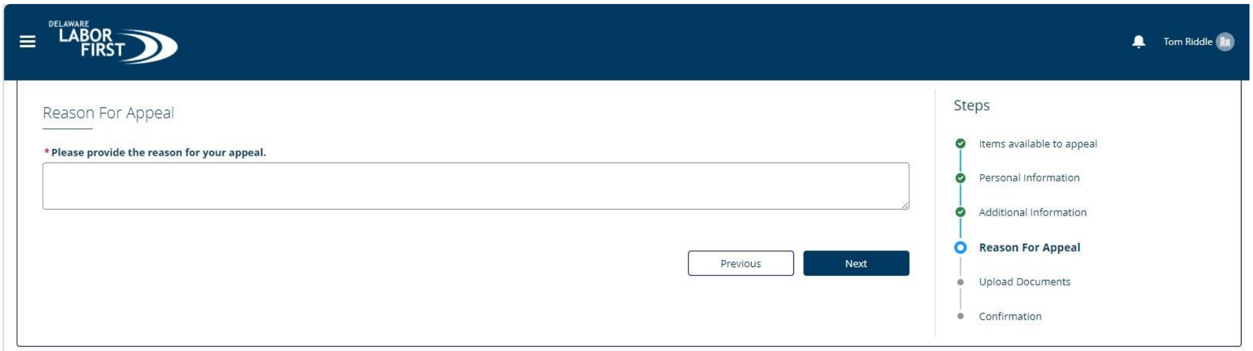
Personal Information Screen

The ‘Additional Information’ screen asks the employer if they need special assistance. If they select ‘Yes’, an additional text box populates asking the employer to provide more information regarding the assistance required. Enter the requisite information and select **Next**.



Additional Information Screen

The ‘Reason for Appeal’ screen provides a text field that allows the employer to provide context regarding the circumstances for the appeal. Enter as much information needed to paint a full picture of the situation, then select **Next**.

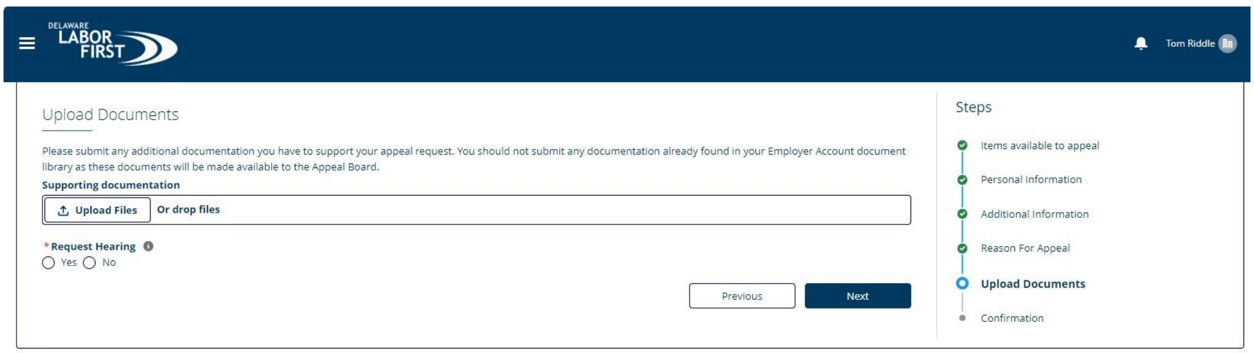


Reason for Appeal Screen

The ‘Upload Documents’ screen is used to submit documentation to support the appeal. Utilize the ‘Supporting Documentation’ field to upload files and/or drop files as needed. Though this step is not required, it is recommended that the employer upload any relevant documentation that will support the appeal. These documents will vary depending on the nature of the appeal, but may include private plan documents, wage and hour reports, calculation invoices, etc.

Additionally, this screen contains the ‘Request Hearing’ field. If the employer selects **Yes**, the Appeals Staff will move forward with scheduling a hearing. However, if the employer selects **No**, the appeal will be decided based solely on the information provided in this process, as indicated by the help text.

Enter the requisite information and select **Next**.



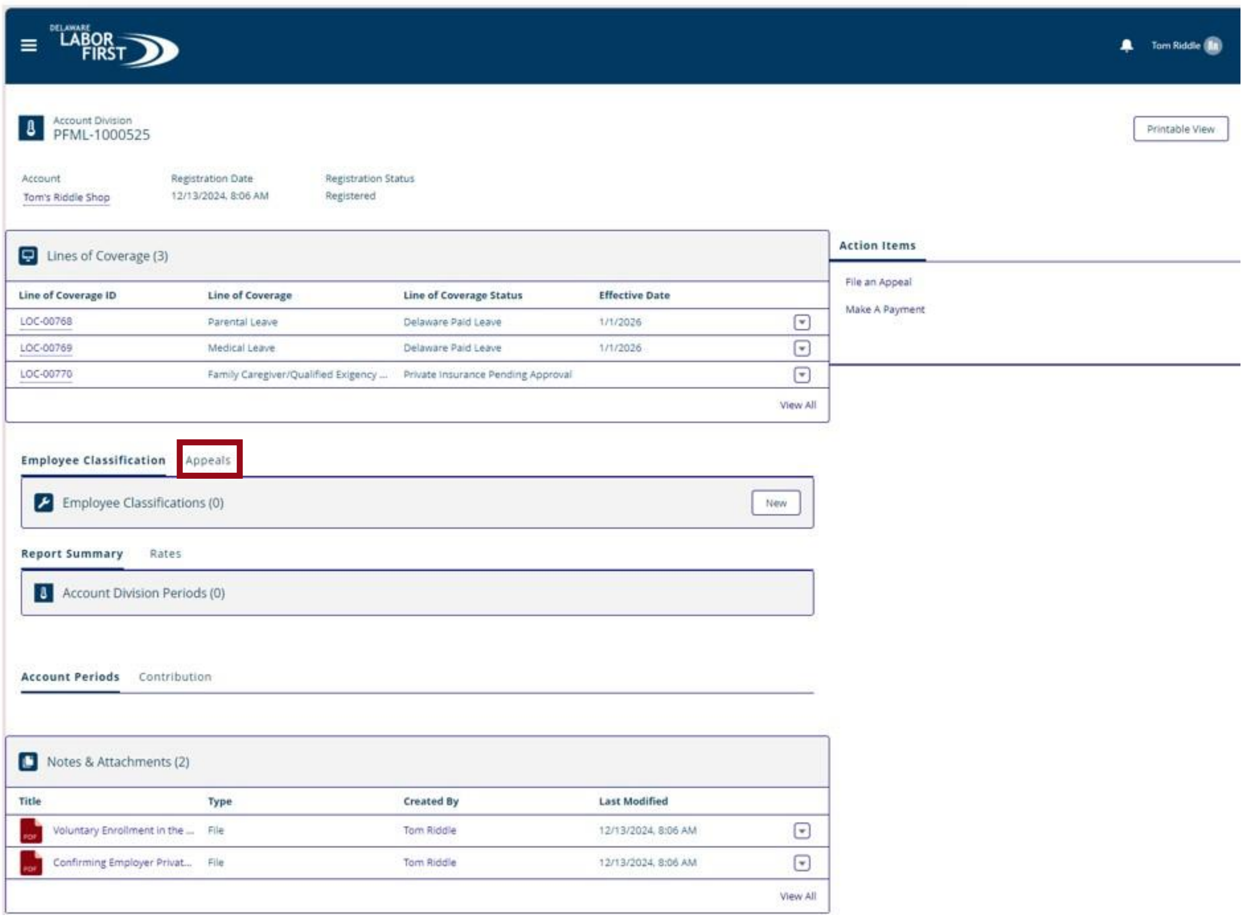
Upload Documents Screen

The ‘Confirmation’ screen is displayed upon the successful submission of an appeal request. It contains the confirmation number, date and time the request was submitted. Review the information and select **Finish**.

Confirmation Screen

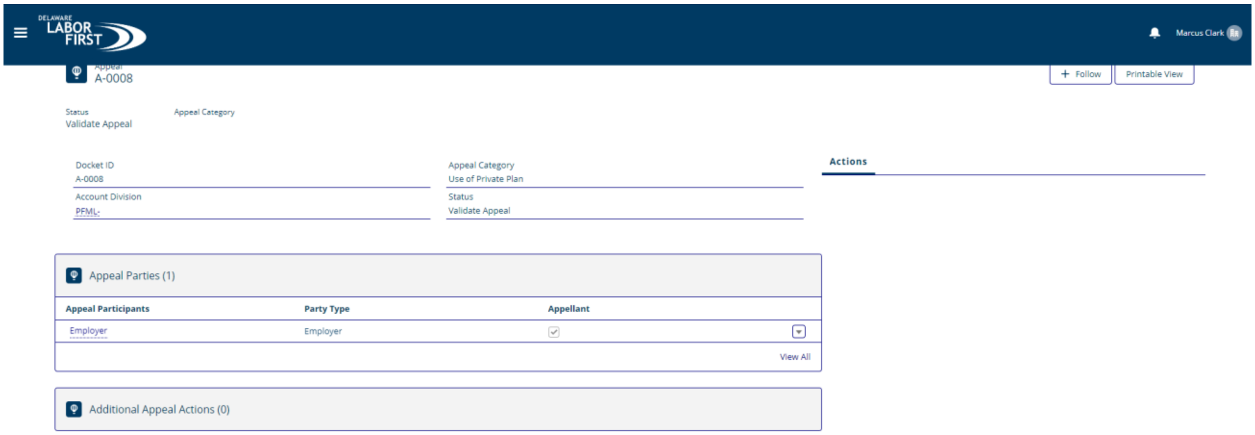
Appeal Screen

Employers can view Appeal Details by navigating to the ‘Appeal’ screen from the ‘Account Division Screen’. First, select the ‘Docket ID’ under the Appeals Section.



Account Division Screen: Appeals Section

The ‘Appeal’ Screen contains additional details from the Appeal Request. All fields on this screen are read-only. When a hearing has been scheduled, the hearing record populates.

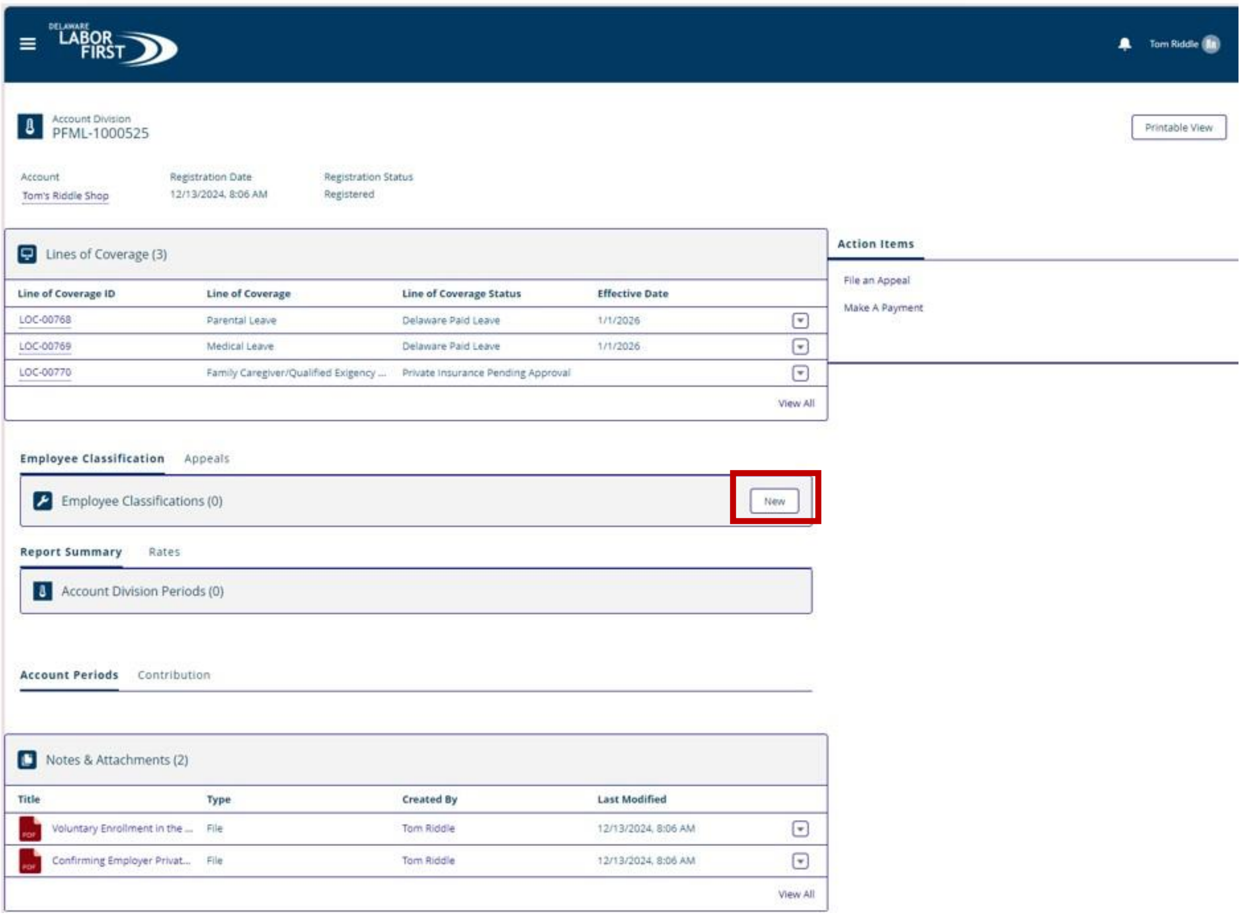


Appeal Screen

Employee Classification

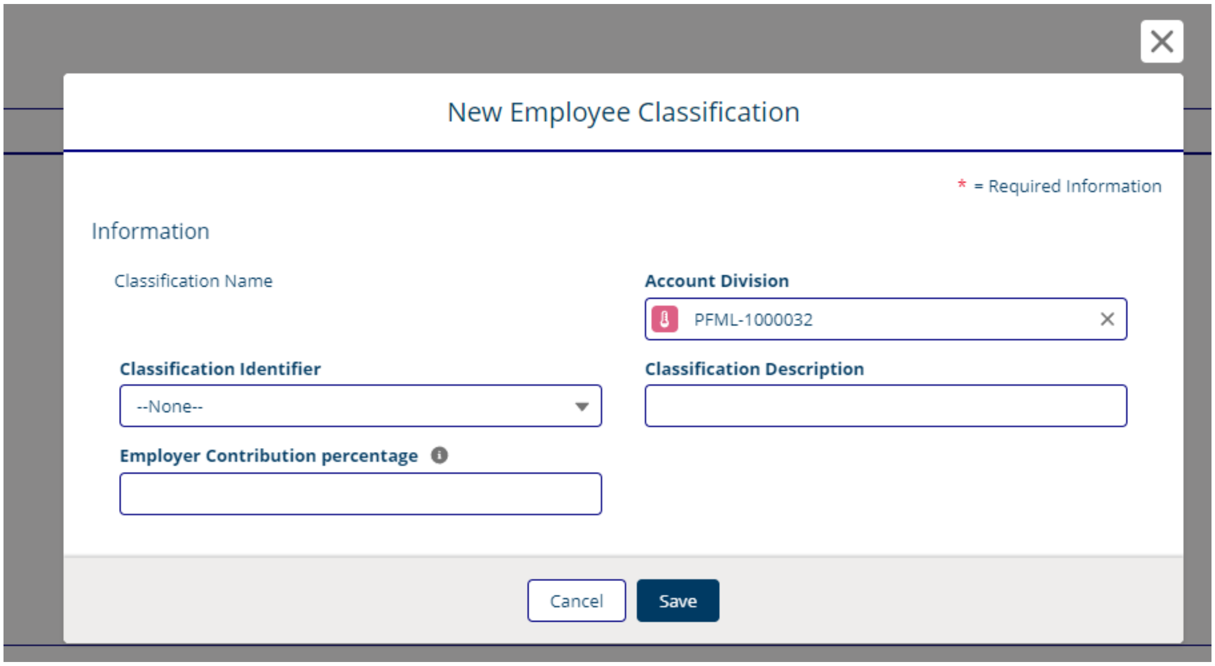
Create Employee Classification

Employee Classification allows employers to create different groups of employees when they have separate contributions for different staff members. To create a new Employee Classification group, select ‘New’ under the Employee Classification section of the ‘Account Division’ screen.



Employee Classification Section

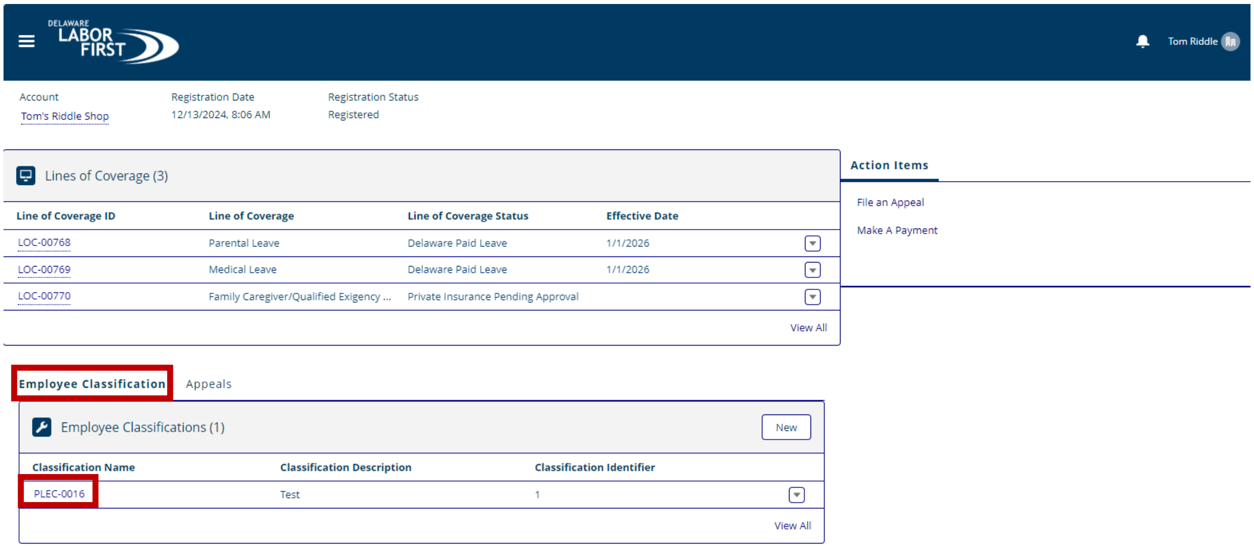
From here, the employer will enter the ‘Classification Identifier’, ‘Employer Contribution percentage’, ‘Classification Description”, and select **Save**.



New Employee Classification Window

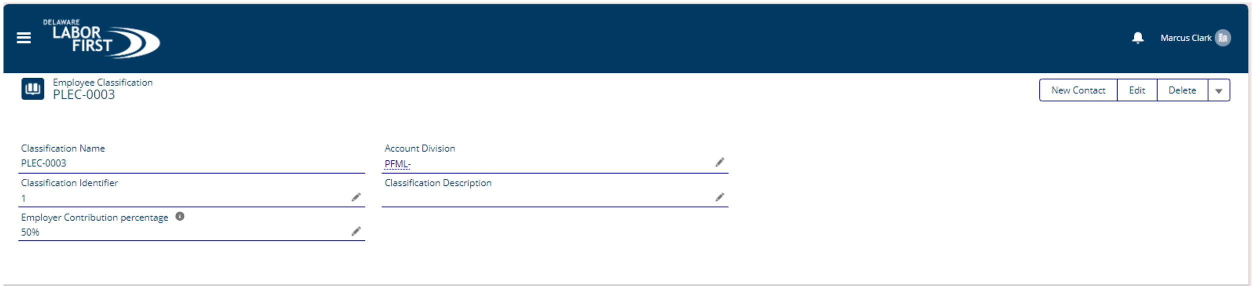
Employee Classification Screen

To view and edit existing Employee Classification records, navigate to the ‘Employee Classification’ section of the ‘Account Division’ screen. Select the ‘Classification Name’ associated with the desired record.



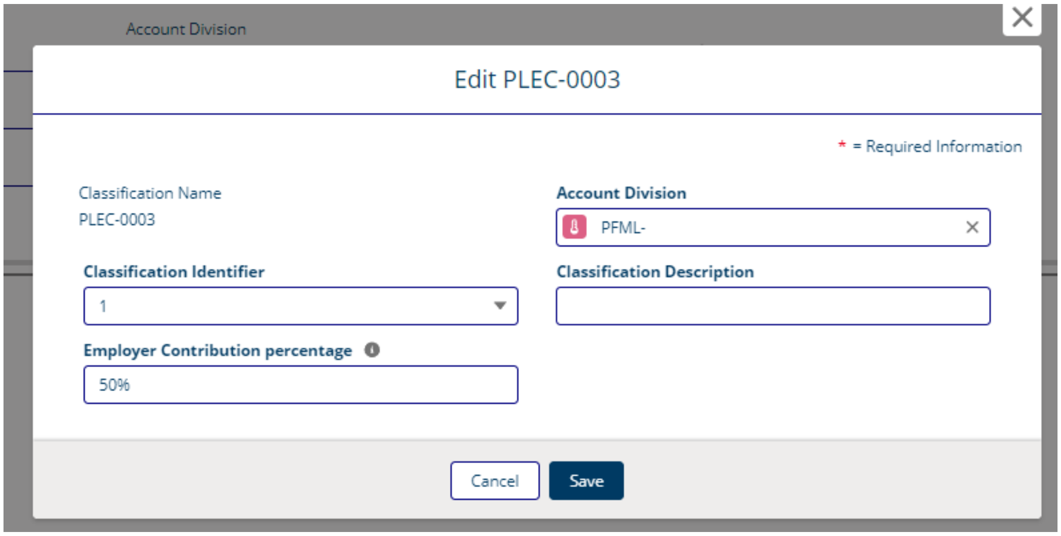
Account Division Screen: Employee Classification Section

The ‘Employee Classification’ screen contains additional details, including: Classification Name, Identifier, Employer Contribution percentage, Account Division, and Classification Description. To make edits, select the ‘Edit’ button in the top right corner.



Employee Classification Screen

The ‘Edit Employee Classification’ Window allows the employer to make edits as needed. Once finished, select **Save**.



Edit Employee Classification Window