

## **Keeping your best interests** in mind, Tilt creates a better employee experience while protecting you, and your employee, from the risks that come from filing forms on their behalf.

Paperwork; it's been the bane of nearly every human's existence since the invention of both paper and work. While technology has dramatically reduced the "work" element involved, just the thought of filling out and filing paperwork is enough to miraculously give you the time and energy to do nearly any other task.

When it comes to a leave of absence, the way in which paperwork gets completed and filed is absolutely vital to the success of the leave. On top of the actual completion of the forms, there are payroll and legal complexities that compound the importance of getting it right.

### **What does getting it wrong look like?**

Leave management companies have tried tackling form filing from a variety of angles. Some put the onus entirely on the employees to avoid legal hot waters at all costs, but this burden usually comes at a time when their life is requiring some serious support making this option a sub-optimal experience.

Others claim that removing the employee from the process is the best way to go. This route opens an organization up to compliance risks and form-filing flubs, because even if the manual process isn't on HR teams or their employees, the process is manual just the same. When things go sideways (which they often do) and your people aren't getting paid on time, you'll be wishing you hadn't given form filing control to a 3rd party.

## Tilt's approach

Tilt's scalable solution to form filling and filing is predicated on creating the best human experience possible for your people from start to finish, all while ensuring you keep compliance risks mitigated and scaling as you do. We dramatically reduce the time it takes for your people to fill out and file paperwork (from hours down to minutes) and ensure your employees' privacy is protected. Here's how we do it...

### Step 1: K.I.S.S. = Keep It Simple, Software.

Our software caters to the specific leave needs of each employee by guiding them through a super simple form-filling experience. When an employee logs into Tilt they'll have all of the appropriate forms waiting in the platform for them with step-by-step instructions and auto-populated information where applicable.

More specifically, we've developed proprietary FMLA forms based on Department of Labor templates that make understanding the content and filling it out a breeze. Each leave plan is based on the employee's unique circumstances and provides:

- Simplified FMLA forms & notices based on DOL templates
- Easy instructions for completing insurance or state forms
- Next steps for submitting the form
- Task and deadline nudges
- Visibility into what happens next

It can't be overstated that giving your employees access to see the forms before they are submitted not only provides an inclusive experience, it also gives them peace of mind that the forms were filled out accurately.

*"Perfect! Loved the personal touch and reminders on what needs to get done. Made it so much smoother than my leave 4 years ago!!! Thank you Tilt." Garrett, Glassdoor*



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## Step 2: 1-to-1 Empathy Warrior Support at the Ready

No two leaves are created equal, which is why it's well within the realm of possibility that questions from your employees will arise when filling out a form. Our in-house, 1-to-1 Leave Success Managers (AKA LSMs, AKA Empathy Warriors) are there should there be any questions about filing out forms.

It's critically important that employees have the support they need in this step because when experiencing a critical life event the last thing you want to do is resort to a 1-800 number to clarify a question. The only thing worse than using a 1-800 number is having a form submitted without even knowing there was a question on the form.

We've seen it all, and our LSMs are backed by in-house leave law experts who live and breathe (literally) leave law. If there's a unique leave situation that requires specific attention, giving your people access to the experts who the experts rely on for guidance is the only recipe for a successful leave.

*"Kelsey was extremely helpful, very responsive, and incredibly detailed with all of my questions regarding my maternity leave. I would highly recommend her and Tilt to any company or employee. Thank you all for making my experience so seamless; an extra special thank you to Kelsey!"*  
- Alyssa, Side Inc.

## Step 3: Crossing the Finish Line

Now that your employee's form has been completed with ease and any curiosities resolved by experts, all that's left to do is to submit the form.

Oh yeah, we help out with that too. Our software prompts your employees to submit their forms to the right place and at the right time. Giving the power to your people at this step is vital to a positive leave experience because it ensures they take an active role with the submittal of the form, and are always the ones in possession of their own health and personal data.



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5 reasons we guide your people through doing this very last step themselves:

- Removing the employee from the process creates more problems: delayed filing, employees not having visibility into what is happening, and claims filed inaccurately.
- Having a third-party vendor file forms on behalf of your employees can cause confusion for the employee because they are unsure what has happened vs. not happened.
- When issues or questions arise from the state or STD carrier, the employee oftentimes cannot provide the answers.
- Having a middleman causes delays and we've heard many examples that have resulted in the employee not getting paid.
- Since all important leave information stays secure on our platform, there's no risk of very personal data being shared out via email and given to a 3rd party who then can act on behalf of your people.
- The form filing facts show that providing visibility for employees and People Teams while making their life as easy as possible to submit forms is the best way to give your people the support they need to leave with love.

#### Step 4: Scaling as You Do

There are few things as exciting as working at a rapidly growing organization, but growing pains are a real thing, and few teams face the impacts of scaling like People Teams.

Scaling with rapid growth is where Tilt's approach truly puts you at ease! Since we make filling out and submitting forms easy for your employees, there's no risk of overwhelming a 3rd-party intern with increasing leave requests which need to be completed and submitted manually. All the risks we mentioned above scale right along with that approach.

The volume of LOA requests can be unpredictable, and that reality gets compounded as your organization's empire grows. It's critical you have a solution that is just as effective at navigating one leave of absence as twenty, and the only solution that can scale for all your LOA demands must rely on supremely simple tech, brilliant and empathetic humans, and a step-by-step approach to keep your people in the loop and fully supported.



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## About Tilt

As a true SaaS solution, Tilt is easily scalable, and your company's scale trajectory is not dependent on our ability to grow claim filing teams as fast as your rising leave requests. There are countless stories of high-growth tech companies implementing service providers, and those providers being unable to keep up with the growth of their customers.

This is avoided in SaaS. This is avoided with Tilt.

Tilt is leading the charge in all things leave of absence management through easy-to-use tech and human touch. Since 2017, our proprietary platform and Empathy Warriors have been helping customers make leave not suck by eliminating administrative burdens, keeping companies compliant, and providing a truly positive and supportive leave of absence experience for their people. For more about Tilt, visit us at [hellotilt.com](https://hellotilt.com)

### Here's more of what our customers & their employees have to say!

*"Dani my Leave manager was awesome and helped me thru it all. Not sure what I would do without her." – Jennifer, Endologix*

*"Tilt has been great. Sabrina consistently reaches out to let me know when due dates are coming up, while also just checking in on me. This experience has been very smooth and I appreciate that, especially with all the chaos going on around me with a new addition to the family." Mykkal, MetroMile*

*"Very good benefit to make leave smooth. Especially when you helped me figure out how to contact the state of CA so I could get paid. The time of day and number to call was well worth whatever investment was made. That was everything. Thank you!"  
Mike, Sendbird*

*"My leave started way earlier than expected and the TILT team jumped right in and helped ease an already stressful situation."  
Jalisa, Gusto*



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