



As a leave administrator, what do I need to do?

Leave administrators play a critical role in the Massachusetts Paid Family and Medical Leave (PFML) approval and appeals process. The Department of Family and Medical Leave (DFML) will rely on you to provide important details about worker applications in order to verify the accuracy of these claims. Here's how that process will work:

01 Self register as a leave administrator

Steps to self register as an authorized leave administrator:

1. Visit <https://paidleave.mass.gov/employers/create-account/>
2. Provide your email address, create a password, and then enter the Employer ID Number.
3. After you click the *Create Account* button, you will see a screen that confirms your account has been created.

02 Review applications

You will receive an email letting you know that an employee at the company you represent has started an application for paid family and medical leave. Once the employee has completed their application, you will receive a second email to review the application.

✓ View application details

You will be able to view the details of the application by clicking on a link provided in the email.

✓ Respond within 10 business days

When you receive this email, you

will have 10 business days to review and respond to the information. If we don't hear from you or any other verified leave administrator from your organization in that time, we will proceed with the application using only the information the employee provided.

✓ Confirm your information is accurate

You will be asked to confirm that the information you will provide during your assessment is true. The section below contains a list of information that you may be asked to confirm or provide.

✓ Confirm the applicant's information

After your review of the information that the employee provided in their application, you will be asked to confirm that their information is or is not accurate based on the law and your company's existing policies. You will not actually be approving or denying their application with this question – DFML will ultimately decide this – but your recommendation will be taken into consideration when DFML makes that decision. Note that if the employee is eligible to take concurrent paid family or medical

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leave, and if all aspects of the employee's application are truthful and correct, the application will be approved, even if it is inconvenient

for the employer. Intermittent leave requires employer and employee discussions and must be approved by the employer.

! If you have flagged the application for potential fraud, the system will automatically deny the application.



What kinds of information will I need to confirm or provide?

Other instances of paid and unpaid leave that the worker has taken in the past benefit year

Most Massachusetts workers are eligible for up to 26 weeks of combined family and medical leave per benefit year. This combined leave may include:

- Up to 20 weeks of paid medical leave per benefit year to manage a personal, serious health condition
- Up to 12 weeks of paid family leave per benefit year to care for a family member or to bond with a child
- Up to 26 weeks of paid family leave per benefit year to care for a family member who is a member of the armed forces

PFML is a Massachusetts-offered program. It works alongside federal

programs like the Family and Medical Leave Act, and any independent leave programs offered by your employer.

We ask if the worker has taken any other types of leave in the previous benefit year in order to confirm that they have not used more time than they are eligible for.

Work patterns and hours

While most paid leave will be taken concurrently, workers may also apply for paid leave on an intermittent or reduced schedule. If they choose this option, they should have confirmed their leave schedule with you before beginning their application for paid leave.

The worker's time with the company

A worker's history with the company and their wages play an important

part in reaching a decision on their paid leave application. To be eligible for paid family or medical leave, a worker must have earned at least \$5,100 and at least 30 times their calculated weekly paid leave benefit amount in the last 4 completed quarters. **Former workers are eligible to take paid family or medical leave for up to 26 weeks after they have separated from their employer.**

Potential fraud

You will be asked if any of the information provided appears to be fraudulent. DFML takes fraud allegations seriously. Any application where the paid leave administrator has indicated that fraud might be taking place will be flagged for further review.

03

Reach a decision

When a decision has been made on a specific application that you reviewed, you will receive an email with a link to a PDF containing details of the decision.

If a worker appeals a decision
Workers may appeal any aspect of a paid family or medical leave determination, including: denial of benefits, leave modifications,

weekly benefit amounts, or the duration of their leave.

Questions about leave administrator roles and responsibilities?

Call the PFML contact center at (833) 344-7365 between the hours of 8am - 5pm
Ask your employer or visit mass.gov/pfml to learn more.

