# 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 employee applications in order to verify the accuracy of these applications. Here is how that process will work:

## How do I register a leave administrator?

An employer must have a registered leave administrator with DFML. A leave administrator is the person responsible for reviewing and processing employee applications on behalf of an organization.

When you create an employer account, you will be asked to enter an email address and password. Use your work email address; please do not use a personal email address. Click here to get started.

Once you provide an email address and password, you will receive an email with a 6-digit code that you will use to confirm your new account. You will be prompted to enter this code when you log in to paidleave.mass.gov for the first time.

Following a successful confirmation, you can log in to your employer account with the email and password you provided. Once you are signed in, you can confirm access to your organization. If another leave administrator already added you, you will be able to see that organization listed on the Organizations page. If your organization is not listed there, it will need to be added to your account.

Get the data needed (steps for the tax administrator):
If you are not the tax administrator registered to manage the employer's MassTaxConnect account, identify them and provide the following instructions to get the data needed to verify access to your organization as a leave administrator.

1. Log in to MassTaxConnect to get contribution information from the most recent period for which the employer has filed.
2. On the Summary page, scroll down to the Paid Family and Medical Leave section on the left. In the Account portion, select Returns.
3. Make note of the amount that the leave administrator will use to verify access:
   - If the employer has sent contributions, make note of the amount for the most recent period for which a return has been received.
   - If the employer has not yet sent contributions or it is still being processed, go into the return. Click View or Amend Return. Then select Next at the bottom. Look to line 6 and find the Total Contribution Due.

If you have a $0 contributions balance with DOR, you can rectify your account by following these instructions.

*Continue for more information* >

Verify access to your organization (steps for the leave administrator):

1. Log in to your employer account.
2. Go to the Organizations page.
3. Click the "Add organization" button and enter the EIN.
    - If you previously entered the EIN, the organization may already be listed on the Organizations page with "Verification required" next to it. If so, click the name of the organization instead.
4. Enter the amount noted in the above steps for the tax administrator in the Paid Leave Contributions field.

After successfully verifying your access, you should see the organization listed on the Organizations page and you will be able to use the leave administrator dashboard to review its applications.

If you fail to register a leave administrator with DFML, you are relinquishing your role in providing information and recommending approval or denial of applications.

# How do I review employee applications?

As an employer, you will play an important role in maintaining the integrity of the PFML program by reviewing and providing important details about your employees' applications for paid leave.

You will receive an email letting you know that an employee at the organization you represent has started an application for PFML. Once the employee has completed their application, you will receive a second email to review the application.

## View application details and respond within 10 business days.

As a leave administrator you have up to 10 business days to review an application. However, you can shorten the time for your employee to receive a decision by reviewing the application more promptly. If we do not hear from you or any other verified leave administrator from your organization within 10 business days, we will proceed with the application using only the information the employee provided.

## Confirm the information in the application is accurate and provide additional information.

Here is a list of information you may be asked to confirm or provide, as well as why we ask for this information.

### Has the employee taken other paid or unpaid leave in the past benefit year?

- Most Massachusetts employees 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 with a serious health condition 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.
- Paid Family and Medical Leave 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 employee 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.

### What are the employee's earnings?

An employee's wages play an important part in reaching a decision on their paid leave application.

- To be eligible for paid family or medical leave, an employee must have earned at least *$6,000 (in 2023) or* $6,300 *(in 2024)* and at least 30 times their calculated weekly paid leave benefit amount in the last 4 completed quarters.
- If an employee has more than one job, their combined income within the past 4 quarters will be considered when calculating their income eligibility.
- Former employees are eligible to take paid family or medical leave for up to 26 weeks after they have separated from their employer.

***Continue for more information*** >

### What is the employee's leave schedule?

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

See below for a breakdown of leave schedules and how the employer is involved with each:

- Continuous (full-time) leave – You need to verify the employee's information and note any other leave taken during the benefit year.
- Reduced (part-time) leave – You need to verify the employee's information and note any other leave taken during the benefit year. Family bonding leave may only be taken on a reduced (part time) leave schedule if it has been agreed to by you, the employer.
- Intermittent leave - You need to verify the employee's information and note any other leave taken during the benefit year. Family bonding leave may only be taken on an intermittent leave schedule if it has been agreed to by you, the employer.

### Does this look like a real application?

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

### Do you recommend we approve or deny the application?

- After you review the information that the employee provided in their application, you will be asked if you recommend that we approve or deny their application 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.
- If the employee is legally eligible to take paid family or medical 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.

## What happens after I review an application?

Reaching 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 with DFML's notice of the decision.

If an employee appeals a decision

Employees may appeal any aspect of a paid family or medical leave determination, including:

- Denial of benefits
- Leave modifications
- Weekly benefit amounts
- The duration of their leave