

*02.11.21*

# Town Hall For Employees

With Rosalin Acosta, Secretary of Labor  
and Workforce Development for the  
Commonwealth of Massachusetts



Paid Family &  
Medical Leave  
MASSACHUSETTS

# ***Eligibility for Paid Family & Medical Leave***

**PFML is a benefit program for MA workers offered by the Commonwealth**

## **For Employees**

If you work in Massachusetts, you're likely eligible to take up to 26 weeks per year of paid, job-protected time off from work when you need it most.

If you are a covered individual, you cannot opt out.

If you are self-employed, you are not required to contribute, but you can choose to opt-in.

# ***Paid Family Leave***

## **Paid Family Leave may be taken to:**



Bond with a child during the first 12 months after the child's birth (12 weeks).

Bond with a child during the first 12 months after adoption or foster care placement (12 weeks).



Care for a family member who is or was a member of the Armed Forces, National Guard or Reserves. The family member must have developed or aggravated a serious health condition in the line of active duty while deployed to a foreign country (26 weeks).



Manage family affairs when a family member is on or has been called to active duty in a foreign country while in the armed forces, including the National Guard or Reserves (12 weeks).



Care for a family member with a serious health condition (12 weeks)

***NOTE: not available until July 2021***

# ***Paid Medical Leave***

## **Paid Medical Leave may be taken to:**

- Manage your own serious health condition (20 weeks).

## **You will need information from your health care provider that says:**



1. When your condition began
2. How long they think your condition will continue
3. Any other relevant details about your condition

# *Important dates*

## **January 1, 2021**

Applications begin for Paid Medical Leave to **manage your own serious health condition**.

Applications begin for Paid Family Leave to **bond with a child**, to **manage family affairs while a family member is on active duty**, or to **care for a family member who is a covered Service Member**.

## **July 1, 2021**

Applications begin for Paid Family Leave to **care for a family member with a serious health condition**.

# ***Timeline and payments***

Since PFML launched on January 1, 2021, DFML has been experiencing high volumes in claims. We are hard at work to process claims as quickly as possible and recognize that some employees have experienced delays in claims or payments being processed. Timelines are longer than originally estimated for a variety of reasons. We appreciate your patience as we work to process all claims.

# How long does it take for the approval and to get paid?

Once you submit your application to DFML, there are several steps before you will receive your benefit payment.

## Before you apply

**Notify your employer** of your intended leave before you begin the application process.

**Confirm** that your organization has a registered **Leave Administrator with DFML**.

Prepare the **required documentation** needed.

Benefits could take up to 35 days to get to you

Up to 30 Days

1



2



3



4

**We receive your completed application.**  
Your application won't move forward in this process until we have all of your documents.

**We ask your employer to review and approve.**  
Your employer has 10 business days to respond to us.

**We review your documents and set you up for payments.** We will review your application and let you know if you are approved. While we do that, we get you into the payment system.

**Payment is sent.**  
-You will receive your first payment after the 3<sup>rd</sup> week of leave is complete.  
-Payments are bi-weekly.  
-Payments happen in weekly batches and the payment will appear the following week.

# ***Reasons why your application might be delayed***

## **Talking to your employer**

- Communicating with your employer is an important part of advancing your application. You should not start an application until you have talked to your employer and your employer has registered a Leave Administrator with DFML.
- If you are applying to take Paid Family or Medical Leave for a planned event, like an elective surgery, you should give your employer at least 30 days' notice before beginning your application.
- If you are taking leave for an unexpected or unplanned life event, you should notify your employer as soon as possible before beginning your application for paid leave.



# ***Reasons why your application might be delayed***

## **Your employer may not have registered a Leave Administrator**

- A Leave Administrator is the person responsible for reviewing and processing employee claims on behalf of an organization. If your employer did not register a Leave Administrator with DFML, this may cause delays in processing your application.
- When you communicate with your employer, ask who the Leave Administrator is so you can follow up with questions.

# ***Reasons why your application might be delayed***

## **Documentation**

- When you apply for Paid Family or Medical Leave, you will need to provide some information about your situation so we can verify the details of your application. The [verification documents](#) will vary, depending on the type of leave you are taking.
- Copies need to be legible. For identification, they need to be in color and the front and back copied.
- Forms need to be filled out completely and accurately.

*Failure to follow these guidelines will result in longer processing times.*

# ***Reasons why your application might be delayed***

## **Multiple accounts or claims**

- If you have already created a login to set up an [account](#) with PFML, do not create another account or submit a new claim.
- If you need to submit additional or updated documentation, you need to log back into your account in order to access the correct application.

*If you haven't received an update from DFML, do not submit another claim – this will not expedite your claim(s) and will result in further delays.*

# ***Reasons why your application might be delayed***

## **Partial or incomplete “other income” or “other leave”**

- All information submitted to DFML as part of your application needs to be accurate and complete.
- You must report your income type, the periods of time it will be received (start and end date), the amount to be received, and the frequency of which it will be received (daily, weekly, bi-weekly, lump sum, etc.).

*When DFML receives partial information, it requires outreach to determine the missing information or to gain clarification, which results in longer processing times.*

# Resources

## Employees

For information on benefits and eligibility:

- Talk to your employer
- Call the PFML Contact Center at (833) 344-7365  
*(Hours of operation are Monday through Friday, 8am to 5pm)*  
\*Multilingual agents are available
- Visit [mass.gov/pfml](https://mass.gov/pfml)

# Thank you



Paid Family &  
Medical Leave  
MASSACHUSETTS