

Massachusetts PFML Information for Employers and Leave Administrators

Employers and their appointed leave administrators play a critical role in the Massachusetts Paid Family and Medical Leave (PFML) program. Massachusetts employers must fulfill certain responsibilities around PFML. The Department of Family and Medical Leave (DFML) relies on employers and leave administrators to maintain program efficiency and integrity.

What is PFML?

Paid Family and Medical Leave (PFML) is a program providing temporary income replacement and job protection to help people in Massachusetts take paid time off of work when they need it most. Eligible individuals can get **up to 26 weeks of total aggregated leave per benefit year** when they:

- have a serious illness or injury, including recovery from childbirth (**medical leave up to 20 weeks**)
- are welcoming a new child into the family (**family leave - up to 12 weeks total**)
- need to care for a relative with a serious health condition (**family leave - up to 12 weeks total**)
- have certain military considerations (**12 to 26 weeks** depending on circumstance)

Get to know PFML at mass.gov/paid-family-and-medical-leave-101

PFML Employer Responsibilities

Massachusetts employer PFML responsibilities include, but are not limited to:



Notify and inform employees

Poster and employer notice: All MA employers (including those with private plan exemptions) are required to display a workplace poster and distribute workforce notices. These items explain employee rights and how to apply for PFML. Get posters, notices, and more info at: mass.gov/pfml/notify

- Employers who fail to notify employees can be subjected to fines and penalties in the event they are found to be out of compliance with the program requirements.

Discussion about leave: Employees must notify their employer 30 days before taking leave when possible. This is an employer's opportunity to discuss the employee's requested leave schedule.

- Establishing clear leave and PTO policies, as well as fostering an open dialogue about leave options, can help employers better plan for employee leaves.



Remit contributions

Employers are responsible for sending family and medical leave contributions to the Department of Family and Medical Leave (DFML) on behalf of their covered individuals. Employers are only required to send an employer contribution if they have 25 or more covered individuals in their workforce. Learn more at mass.gov/pfml/contributions



Review applications

All employers must register at least one leave administrator with DFML in order to review each employee leave application in the PFML employer portal.

What is a Leave Administrator?

A leave administrator is the person responsible for reviewing and processing employee applications on behalf of an employer organization.

What Does a PFML leave administrator do?

One of the most important roles of a leave administrator is application review. **Applications must be reviewed within 10 business days of submission—responding to applications quickly will help ensure a successful PFML process for your employee and your organization.** Application review includes:

- Report previous family or medical leaves
- Confirm employee's wages and leave schedule
- Provide a recommendation on decision
- Report fraudulent claims (for example, you don't recognize the name of the person applying)

What kind of information does a leave administrator receive?

Registered leave administrators will receive an email each time there is a new employee leave application to review. They will also get an email when DFML makes a decision on the application. Additionally, they will be notified of any changes to leave and other important updates.

A registered leave administrator can view all of an organization's applications. There are several tools within the PFML employer portal for leave administrators to filter and sort applications to help keep track of employee leaves. Get more info about using the PFML portal as a leave administrator at mass.gov/pfml/leave-admin

How to create a leave administrator account

The first step to creating a leave administrator account is to go paidleave.mass.gov. An existing leave administrator can easily add another leave administrator to an organization. Learn how to create a new leave administrator account at mass.gov/add-pfml-leave-admin

What about Employers with Private PFML Plans?

Massachusetts employers with a qualifying paid leave benefit plan may be eligible for an exemption from making Paid Family and Medical Leave (PFML) contributions. **An approved purchased or self-funded PMFL plan must provide at least all the same rights, protections, and benefits as provided by DFML.** Learn more about legal requirements for private PFML plans at mass.gov/pfml/private-plans

Questions?

Call the DFML Contact Center [\(833\) 344-7365](tel:833-344-7365) 8am to 4:30pm. You can also look for the Virtual Assistant chat bot on DFML webpages. This AI powered tool can answer many common questions about PFML.