



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 claims. Here’s 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 claims on behalf of an organization.

When you create an Employer Account, you’ll 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.

To ensure that you will be accessing the correct paid leave applications, you’ll have to enter your employer’s Federal Employer Identification Number (EIN), a 9-digit

number that is assigned by the Internal Revenue Service. If you don’t have this number, ask your organization’s payroll department.

Once you provide an email address, EIN, and password, you will be prompted to verify your account. You will only have to verify your account once. [Learn more about the verification process.](#)

In order to verify your account, you will need to work with the person or organization that is registered to manage your [MassTaxConnect](#) account.

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To get data to verify your account:

1. The person or organization that is registered to manage your [MassTaxConnect](#) account (the tax administrator) will need to log into [MassTaxConnect](#) to obtain contribution information from the most recent period for which your company 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. Choose the **last period** for which a return has been **received**. If you have not yet remitted your

- contributions or it is still being processed, use the amount from the most recent period for which you filed that has been processed.
4. Go into the return. **Click View or Amend Return**. Then select **Next** at the bottom. Look to **line 6** and you will find the **Total Contributions Due**.
5. Copy the **Total Contributions Due** amount for verification.

To verify your account:

1. You, as the Leave Administrator, should [log in to your employer account](#) and be taken to “Your organizations” page. If you arrive at the “Welcome” page, click on “Complete this process” in the yellow banner or click on “Your organizations.”
2. On the “Your organizations” page, click the link/ name of the organization that has “Verification required” next to it.
3. Paste the amount for **the period requested** on the verification form into the **Paid Leave Contributions** field to verify your identity.

After successfully completing verification, you will be able to receive notifications and review claims.

If you fail to register a Leave Administrator with DFML, you are relinquishing your role in providing information and recommending approval or denial of claims.

How do I review employee claims?

As an employer, you'll 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 company 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.

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 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 \$5,400 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.

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** - An employer needs to verify the employee's information and note any other leave taken during the benefit year.
- **Reduced (part-time) leave** - An employee's part-time leave schedule must be approved by the employer ahead of time. An employer also needs to verify the employee's information and note any other leave taken during the benefit year.
- **Intermittent leave** - An employee's intermittent leave schedule must be approved by the employer ahead of time. An employer also needs to verify the employee's information and note any other leave taken during the benefit year.

Does this look like a real claim?

- 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 a claim?

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