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Action Required for Massachusetts Employers: Update Your Paid Family & Medical Leave (PFML) Contact Today

Background

Effective January 1, 2021, the application process for Massachusetts Paid Family and Medical Leave has opened for all Massachusetts W2 employees.

Summary

The Massachusetts Department of Family and Medical Leave (DFML) requires the contact information for your company's Leave Administrator be updated in their system as soon as possible. The Leave Administrator will be responsible for confirming the accuracy of, and providing details on, employee claims for paid leave benefits. Ensure your Leave Administrator has taken the following actions to register:

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- **Visit** <https://paidleave.mass.gov/employers/create-account/>
- **Provide** the leave administrators email address
- **Create** a password
- **Enter** your federal employer ID number (FEIN)
- **Click** “Create account”

Once registered, the Leave Administrator will begin to receive notifications for their employees' paid leave benefit applications.

If the Leave Administrator provides their contact details, the Department will continue to process applications using the information the employee provided on their application, which more than likely will not be the appropriate contact at your organization, so we highly encourage employers to update this information as soon as possible.

Employer Next Steps

- This notification is for employers covered under the public option (Commonwealth's Paid Family and Medical Leave plan) and not through a private plan.
- Ensure your Leave Administrator has taken the actions above and provided their contact details to the Massachusetts Department of Family and Medical Leave.
- If you have employees who need to apply for leave; Employees should create an account and apply for leave through the Department of Family and Medical Leave (DFML) [website](#).
- If you are a Full-Service or Virtual HR client, please [contact us](#) with any questions or if you need assistance updating your leave policies.

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