Massachusetts Paid Family and Medical Leave Benefits Guide

For Employees of Employers Who Use Acumen Fiscal Agent

About This Guide

If you work for an employer that uses Acumen as their Fiscal Agent, this handout explains how to apply for PFML benefits in Massachusetts and what to expect during the process.

Acumen's Role

Acumen supports your employer with required PFML tax reporting. Our responsibilities include:

- Reporting wages and employer contributions
- Responding to required agency correspondence

Acumen does not determine eligibility, file PFML claims, or provide legal or eligibility advice. All PFML decisions are made **only by the Department of Family and Medical Leave (DFML)**.

How to Apply for PFML

You must apply directly with MyMassGov.

- **Apply Online**: https://paidleave.mass.gov/oauth-start/
- **Phone:** (833) 344-7365
- **Hours:** Monday – Friday, 8:00am – 4:30pm

Before applying, make sure you have notified your employer and have your required documents ready.

Information You Will Need

The DFML typically asks for:

- Your personal information
- Your Employer's legal name & FEIN
- Start date of employment and typical weekly hours worked
- The reason you are taking leave
- The date you notified your employer that you need to take leave
- The date when you are planning to take leave, or when your leave started

Important Notes:

- Acumen cannot give out employer EIN account numbers. Please contact your employer directly to request this information. If your employer does not know their FEIN, they can contact their Acumen agent to request this information.
- For all questions about eligibility, required documents, deadlines, or claim status, contact DFML directly.