

How do I file my Massachusetts paid family or medical leave claim over the phone?

Our Employee Benefits are built to work your way — with the option to choose how you submit your claim.



Call our disability team at (866) 274-9887 and select:

- The prompt for employees
- Then, the prompt for disability and/or paid family medical leave.

Our team is here to answer your questions and requests from 8 a.m. to 8 p.m. ET, Monday through Friday. If you are out unexpectedly, call to speak with our dedicated representatives as soon as possible. If you have a planned disability absence or family leave scheduled, you can call us up to 30 days in advance.

We're committed to ensuring you're speaking with someone who can support you throughout the process.

We're a team who supports you — no matter how your needs change.



Make sure you have all your information handy:

Personal information: _____

Employer name: _____

Group policy number (if available): _____

Last day of work: _____

Manager and/or Human Resources contact name and phone number: _____

Reason for absence: _____

Medical providers' information (names, addresses, phone numbers): _____



Next, our team will work with you to make the process easier:

As your information is reviewed, we'll proactively keep you informed about where we are in the process. We'll also be in contact with your employer and your medical providers.



To file a MA paid family or medical leave claim, call (866) 274-9887.

Group policy # _____

Select the prompt for employees and then the prompt for disability and/or paid family medical leave from 8 a.m. to 8 p.m. ET, Monday through Friday.

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