

How to file a claim for MA Paid Family and Medical Leave (MA PFML)

Sun Life administers your MA PFML benefits. If you are filing a MA PFML claim form for your own serious health condition that you believe is disabling, please see “How to file a MA PFML and Short-Term Disability claim.”

1. You can file a claim for Massachusetts Paid Family Leave or Paid Medical leave by completing and returning paper forms.

You can find these forms on www.sunlife.com/us, under Find a form (Select Short Term Disability and scroll down list of forms) or by contacting Sun Life by phone to obtain them.

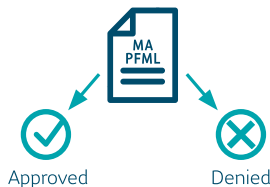


2. With a paper submission, you are responsible for completing the **Employee Statement** and your employer will need to complete the **Employer Statement**, returning it directly to Sun Life.

We may need additional forms or information from you or your healthcare provider based on whether you are taking leave to care for a family member, to bond with a child, to care for an injured service member, or for a military exigency.



3. As soon as we receive the completed paperwork, a case specialist will review your claim.



We may ask you, your healthcare provider, or your employer for more information before we notify you in writing of our decision.



4. If approved for MA PFML, you will receive payments through the date on which benefits are approved. If denied, we will provide the reasons for our decision. You may appeal this if you disagree with this decision.



5. While you are out, be sure to contact Sun Life by phone at 800-247-6875 to report intermittent absences, if applicable and to let us know if there are any changes to your leave of absence.


You can also view up-to-date MA PFML claims status information online at www.sunlife.com/account.





Reasons to file MA PFML

- care for a family member with a serious health condition
- your own serious health condition
- military exigency
- bond with a child

Ways to file a claim for MA PFML

Mail paperwork to: 
 Sun Life Financial
 ATTN: Group STD Claims
 P.O. Box 81915
 Wellesley Hills, MA
 02481

Fax paperwork to: 
 781-304-5599

Email paperwork to: 
myclaimdocuments@sunlife.com

MA PFML Policy #
 945168