

# Massachusetts Paid Family & Medical Leave (PFML)

## *What Flight Attendants Need to Know*

If you're exploring Massachusetts Paid Family & Medical Leave (PFML), here's a quick overview to help guide you:

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### What is Massachusetts PFML?

Massachusetts PFML is a **state-run program** that allows eligible individuals to receive **paid time away from work** for things like:

- Your own medical condition
  - Caring for a family member
  - Bonding with a new child
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### Am I eligible?

Eligibility for Massachusetts PFML is determined by the state and may differ from federal FMLA.

In some cases, team members may qualify for PFML **earlier than they would for FMLA**. Eligibility is based on state-specific factors such as recent earnings and employment in Massachusetts.

Because requirements can vary, we recommend applying through the state or reviewing their website for the most up-to-date eligibility criteria.

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### How do I apply?

You will need to **apply directly through the state of Massachusetts**.

American Airlines does not submit this application on your behalf.

You can find the application and details here: <https://www.mass.gov/pfml>

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### Do I need to notify the company?

Yes—while the state administers the pay portion, you are responsible for coordinating your leave with American Airlines.

To ensure your time away is handled correctly, you will need to complete **all of the following steps**:

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#### 1. Apply through the State of Massachusetts

- Submit your PFML application directly through the state website
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#### 2. Contact the Absence & Return Center (ARC)

- Open a leave case in **Absence Tracker**
- ARC will:
  - Review applicable leave options
  - Provide guidance on documentation
  - Coordinate how your leave is tracked with the company

Access Absence Tracker via Jetnet:

Jetnet → Team Member Services → Leaves & Returns → Absence Tracker

 Or use the Jetnet search function "*AbsenceTracker*"

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### 3. Manage your schedule with Crew Scheduling

- You are responsible for removing yourself from your schedule, as applicable
  - This is done by removing yourself **sick through ECS**
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#### ***If your PFML is approved for intermittent use***

Once you are approved for **intermittent Massachusetts PFML**, you will need to:

- Submit **recode request forms through Comply365** to have eligible days properly attributed to your approved PFML case

Timely submission of these forms are required to ensure your time is coded correctly and aligned with your approved intermittent leave.

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#### **Important**

The above steps serve different purposes and are all required:

- **State application** → Determines eligibility and payment
  - **ARC case** → Ensures your leave is properly coordinated with the company
  - **ECS updates** → Manages your active schedule and trips
  - **Comply365 Recode (if intermittent)** → Ensures attendance coding is non-chargeable
  - Consecutive Leaves will automatically be recoded to the approved designation
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#### **Can this run with other types of leave?**

In many cases, PFML may run alongside other leave types (like FMLA) unless exhausted or ineligible ARC will advise you of concurrently running leaves based on your situation and eligibility.

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#### **Helpful tips**

- Apply with the state as early as possible once you know you'll need time off
  - Open your ARC case early to avoid delays
  - If intermittent, submit recode forms promptly after absences
  - Keep copies of any confirmations or approvals
  - Stay in communication with both the state and ARC throughout the process
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#### **Need help?**

If you have questions along the way:

- You can reach out to the **Absence & Return Center (ARC)** for case support in AbsenceTracker 1-800-447-2000
  - Your Crew Attendance Manager is also here to help point you in the right direction if needed [BOSCAM@aa.com](mailto:BOSCAM@aa.com) or 617-874-9359
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Please don't hesitate to reach out if you'd like to talk through your situation. We're happy to support you through the process.