

**Follow these three easy steps to request a leave of absence or file a short-term disability claim.**

## 1. CONTACT

- Initiate your leave of absence (LOA) or short-term disability (STD) claim 24 hours a day, seven days a week by contacting AbsenceOne at 855-209-4802 or online at [www.absenceone.com/umassmemorial](http://www.absenceone.com/umassmemorial) (click on **New User** to create an account).

## 2. COMMUNICATE

- Whether you are on the phone or online, we will need some information regarding your absence including:
  - The first date of your absence
  - Your anticipated return-to-work date
  - Your doctor's name, telephone and fax number

## 3. COMPLETE

- You will receive a packet in the mail with information and forms to complete for your leave. Documents may also be emailed upon request. If you have questions, call AbsenceOne at **855-209-4802**.

### Frequently Asked Questions: Leaves of Absence and Short-term Disability Claims

#### What if I need to change the dates of my absence?

- Call AbsenceOne at 855-209-4802 or visit the online portal to make date changes.

#### What do I do when I am ready to come back to work?

- Call AbsenceOne at 855-209-4802 or visit the online portal to notify AbsenceOne of your return to work. You will also need to contact Employee Health Services at 978-466-4155 prior to your return to work to schedule a return-to-work appointment.

### Contact Information

#### AbsenceOne Claims Service Center

24 hours a day, seven days a week

Phone: 855-209-4802

Fax: 859-264-4384

Online Portal: [www.absenceone.com/umassmemorial](http://www.absenceone.com/umassmemorial)



#### For MA Paid Family and Medical Leave (PFML) benefits:\*

Contact the MA Department of Paid Family and Medical Leave\* and follow their instructions for submitting your application for benefits.

Call 833-344-7365 or create an account online at [www.mass.gov/orgs/department-of-family-and-medical-leave](http://www.mass.gov/orgs/department-of-family-and-medical-leave)

When requested, enter the Federal EIN number specific to the entity you wish to take leave from:

- UMass Memorial Medical Center and UMass Memorial Medical Group: 04-3358564
- Marlborough Hospital: 04-2104693
- HealthAlliance-Clinton Hospital: 04-2103555
- HealthAlliance Home Health and Hospice: 04-2932308

*\*For leaves of absence starting on or after July 1, 2023.*