

MAINE PAID FAMILY
& MEDICAL LEAVE



Aflac Employer Portal Intro Guide



Logging In

Finding Employees and Cases

Completing Forms



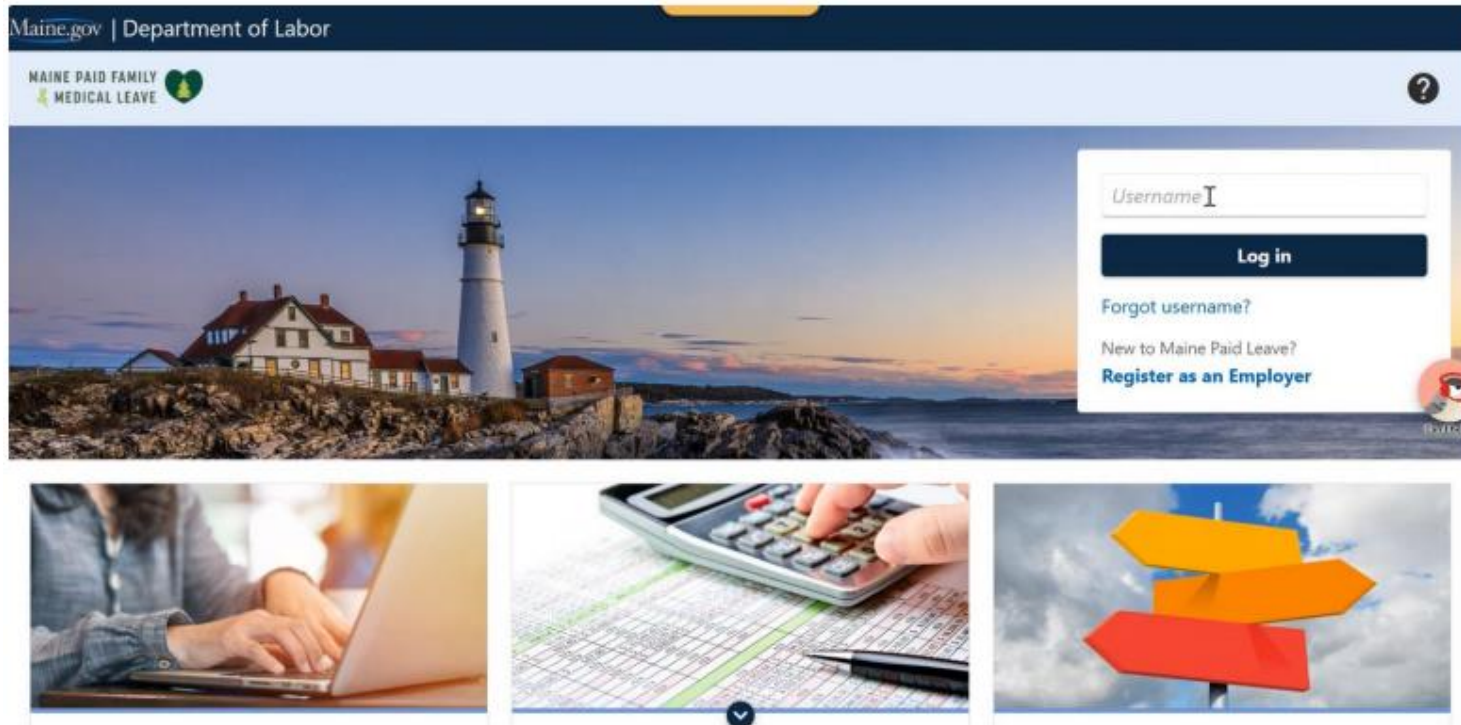


Logging Into the Aflac Employer Portal



First, log in to the Maine Paid Leave Contributions Portal

Start at maine.gov/paidleave, choose **I am an Employer**, then **Employer Portal**.



Click the **Access ME PFML Benefits Portal** link

You can find that under **Employer Information**:

Paid Family and Medical Leave Contributions ACCOUNT NAME 1F 123 SMITH RD HERMON ME 04401-0720	Account 000-0086898 Balance \$7,982.00	> Make a Payment > View and File Wage Reports > Add or Change Refund Bank Account
	Employer Information Paid Family Medical Leave Premium Rate until 31- Dec-2026 Premium Rate 0.50%	> Access ME PFML Benefits Portal > View Employer Details

You may need to re-enter your username and password for security purposes – use the same username and password you used to get into the Maine Paid Leave Portal.



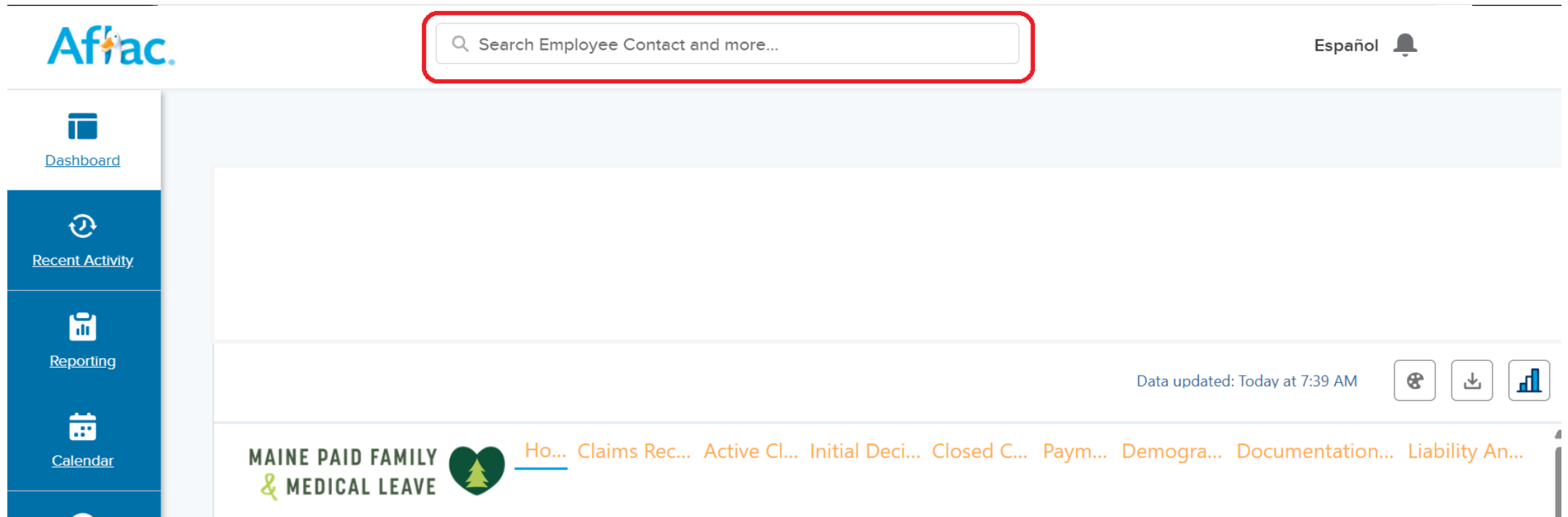



Finding Employees and Cases



This search field appears at the top of almost every page

Search by the employee's **name** or **case number**






Aflac. Search Employee Contact and more... Español 


Dashboard

Recent Activity

Reporting

Calendar

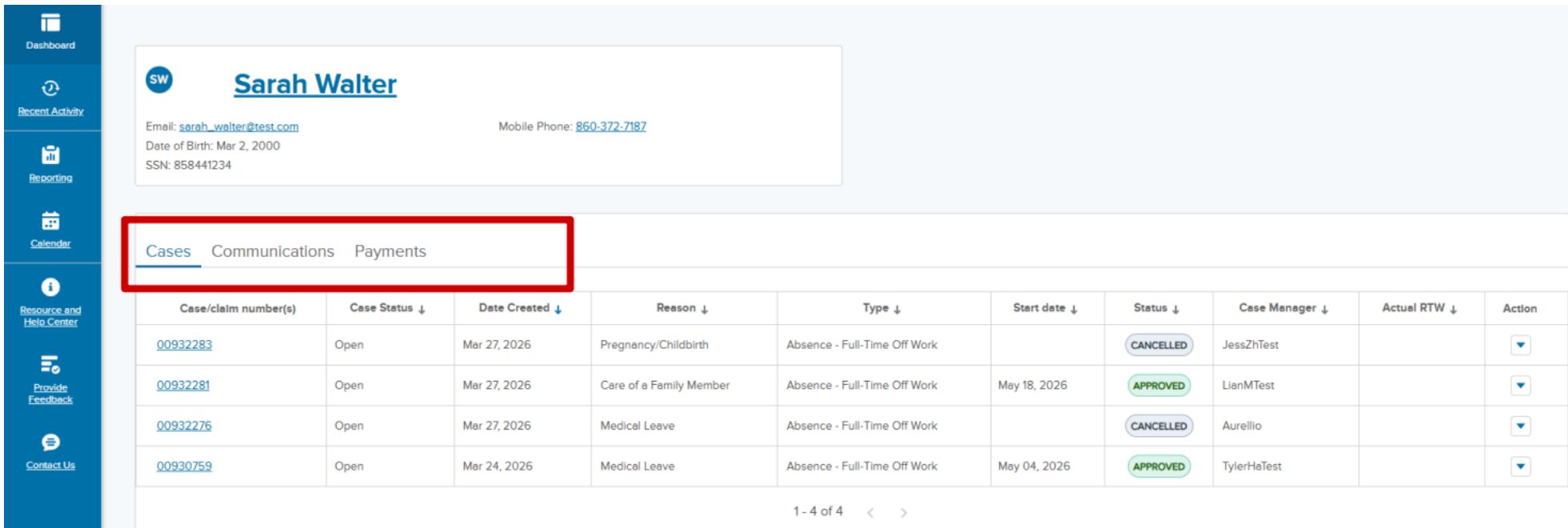
Data updated: Today at 7:39 AM   

MAINE PAID FAMILY & MEDICAL LEAVE  [Ho...](#) [Claims Rec...](#) [Active Cl...](#) [Initial Deci...](#) [Closed C...](#) [Paym...](#) [Demogra...](#) [Documentation...](#) [Liability An...](#)

If you get no results searching by name, that means they haven't registered with Aflac yet.

Example: An Employee With More Than One Case

Click on the case number you want to interact with to find forms and other actions.



SW Sarah Walter
 Email: sarah_walter@test.com Mobile Phone: [860-372-7187](tel:860-372-7187)
 Date of Birth: Mar 2, 2000
 SSN: 858441234

Cases Communications Payments

Case/claim number(s)	Case Status ↓	Date Created ↓	Reason ↓	Type ↓	Start date ↓	Status ↓	Case Manager ↓	Actual RTW ↓	Action
00932283	Open	Mar 27, 2026	Pregnancy/Childbirth	Absence - Full-Time Off Work		CANCELLED	JessZhTest		▼
00932281	Open	Mar 27, 2026	Care of a Family Member	Absence - Full-Time Off Work	May 18, 2026	APPROVED	LianMTest		▼
00932276	Open	Mar 27, 2026	Medical Leave	Absence - Full-Time Off Work		CANCELLED	Aurello		▼
00930759	Open	Mar 24, 2026	Medical Leave	Absence - Full-Time Off Work	May 04, 2026	APPROVED	TylerHaTest		▼

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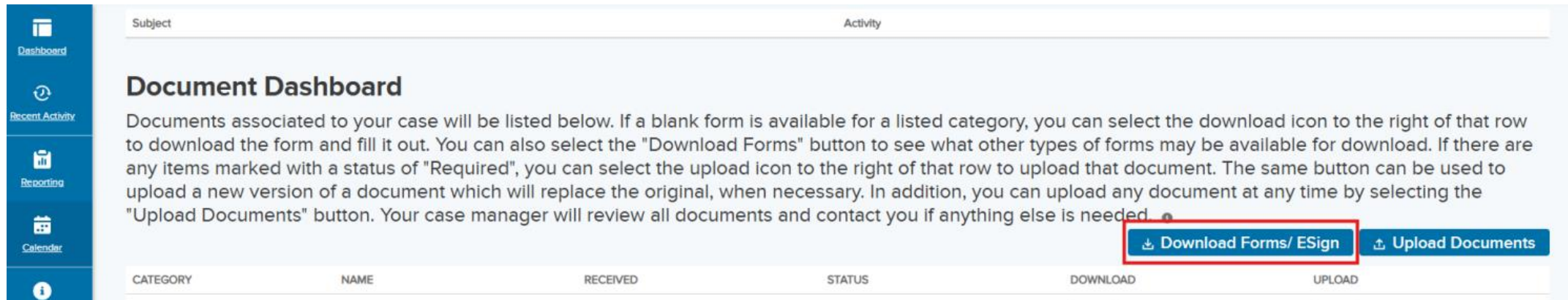


Completing Forms



Completing Documents

Once you've clicked into a case, scroll down to Document Dashboard.
Click the **Download Form/Esign** button.



The screenshot shows a web interface for a 'Document Dashboard'. On the left is a blue sidebar with navigation icons for Dashboard, Recent Activity, Reporting, Calendar, and an information icon. The main content area has a header with 'Subject' and 'Activity' tabs. Below the header is the title 'Document Dashboard' followed by a paragraph of instructions. At the bottom of the instructions, there are two buttons: 'Download Forms/ ESign' (highlighted with a red box) and 'Upload Documents'. Below the buttons is a table with columns for CATEGORY, NAME, RECEIVED, STATUS, DOWNLOAD, and UPLOAD.

Document Dashboard

Documents associated to your case will be listed below. If a blank form is available for a listed category, you can select the download icon to the right of that row to download the form and fill it out. You can also select the "Download Forms" button to see what other types of forms may be available for download. If there are any items marked with a status of "Required", you can select the upload icon to the right of that row to upload that document. The same button can be used to upload a new version of a document which will replace the original, when necessary. In addition, you can upload any document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if anything else is needed.

[Download Forms/ ESign](#) [Upload Documents](#)

CATEGORY	NAME	RECEIVED	STATUS	DOWNLOAD	UPLOAD
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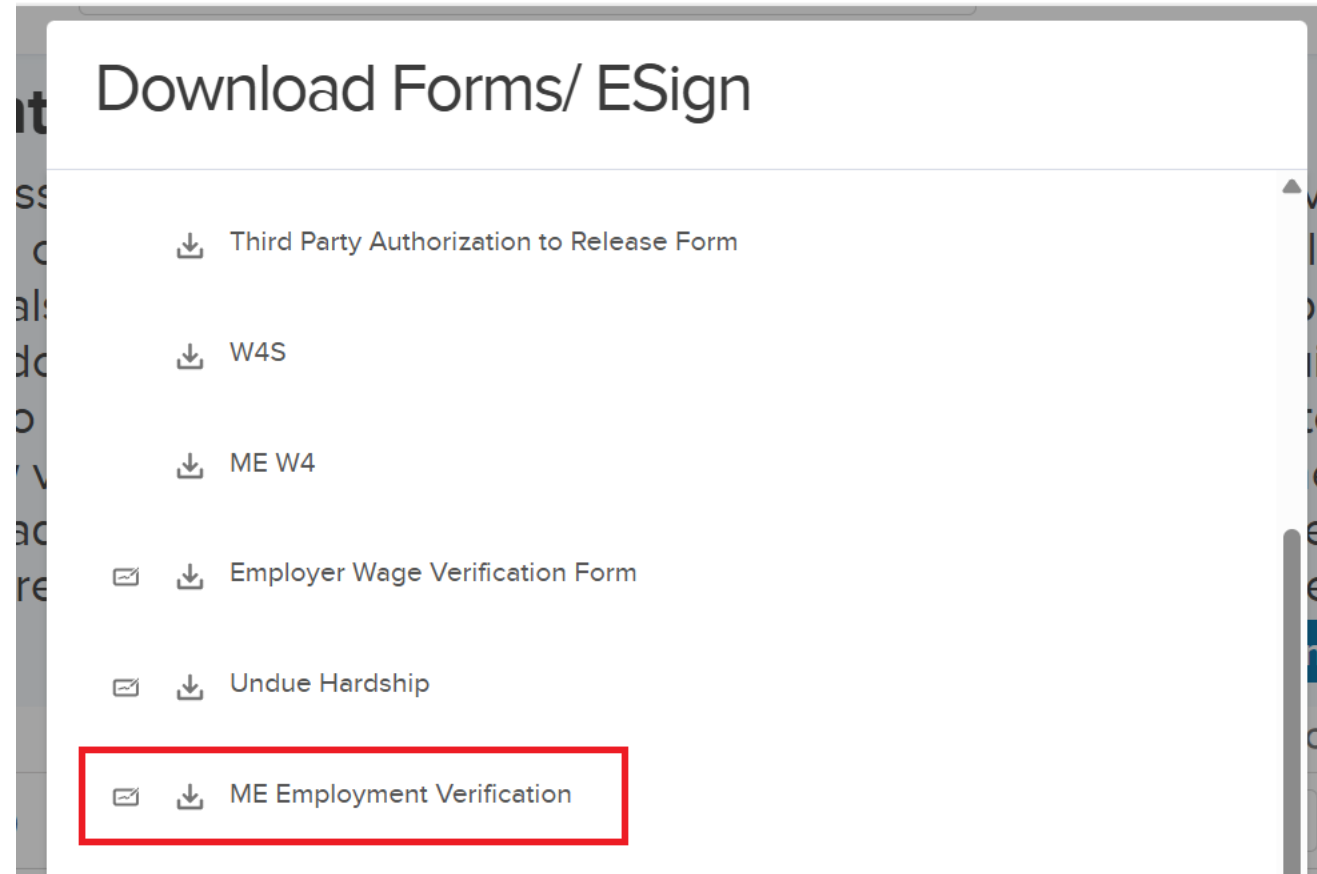
You'll see this pop-up window

It has a list of all available forms (both employer and employee).

ME Employment Verification is the most important one.

Employer Wage Verification Form is not needed except in rare circumstances.

Undue Hardship is only needed if an employer wants to request rescheduling of the leave.



Why is the ME Employment Verification form so important?

It's your opportunity to let Aflac know things like:

- The amount of federal or Maine FMLA time the employee was approved for in the 12 months prior to the Maine PFML leave start date.
- The employee's date of separation from employment, if applicable.
- Whether the typical work schedule provided by the employee reflects what they normally work.
- Whether/when the employee will be receiving full wage replacement (100% paid company leaves, for example) or Worker's Compensation benefits.

Note: you're not *required* to complete and return this form, but the information is important for Aflac to have. Keep in mind that Aflac will wait for the form for 10 business days, even if all the other required information has been provided. If you want your employees' claims to be reviewed without unnecessary delay, you can make the process more efficient by returning the form promptly. Aflac will move forward with the information they have after 10 business days.



Option to Download or ESign

If you see the icon in the blue square, that means the form can be completed via ESign (Adobe Acrobat).

Otherwise – or if you prefer – click on the download icon (in the gold square here) to access the form.



ME Employment Verification



Returning completed forms

If you've downloaded a form and filled it out, you can return it a couple ways.

- Email it to MEPFML@aflac.com. This works but it's slower to get the form where it needs to be.
- Upload it within the case using the Upload Documents button. This is the fastest way to get information to Aflac.

Document Dashboard

Documents associated to your case will be listed below. If a blank form is available for a listed category, you can select the download icon to the right of that row to download the form and fill it out. You can also select the "Download Forms" button to see what other types of forms may be available for download. If there are any items marked with a status of "Required", you can select the upload icon to the right of that row to upload that document. The same button can be used to upload a new version of a document which will replace the original, when necessary. In addition, you can upload any document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if anything else is needed.

 Download Forms/ ESign

 Upload Documents

CATEGORY

NAME

RECEIVED

STATUS

DOWNLOAD

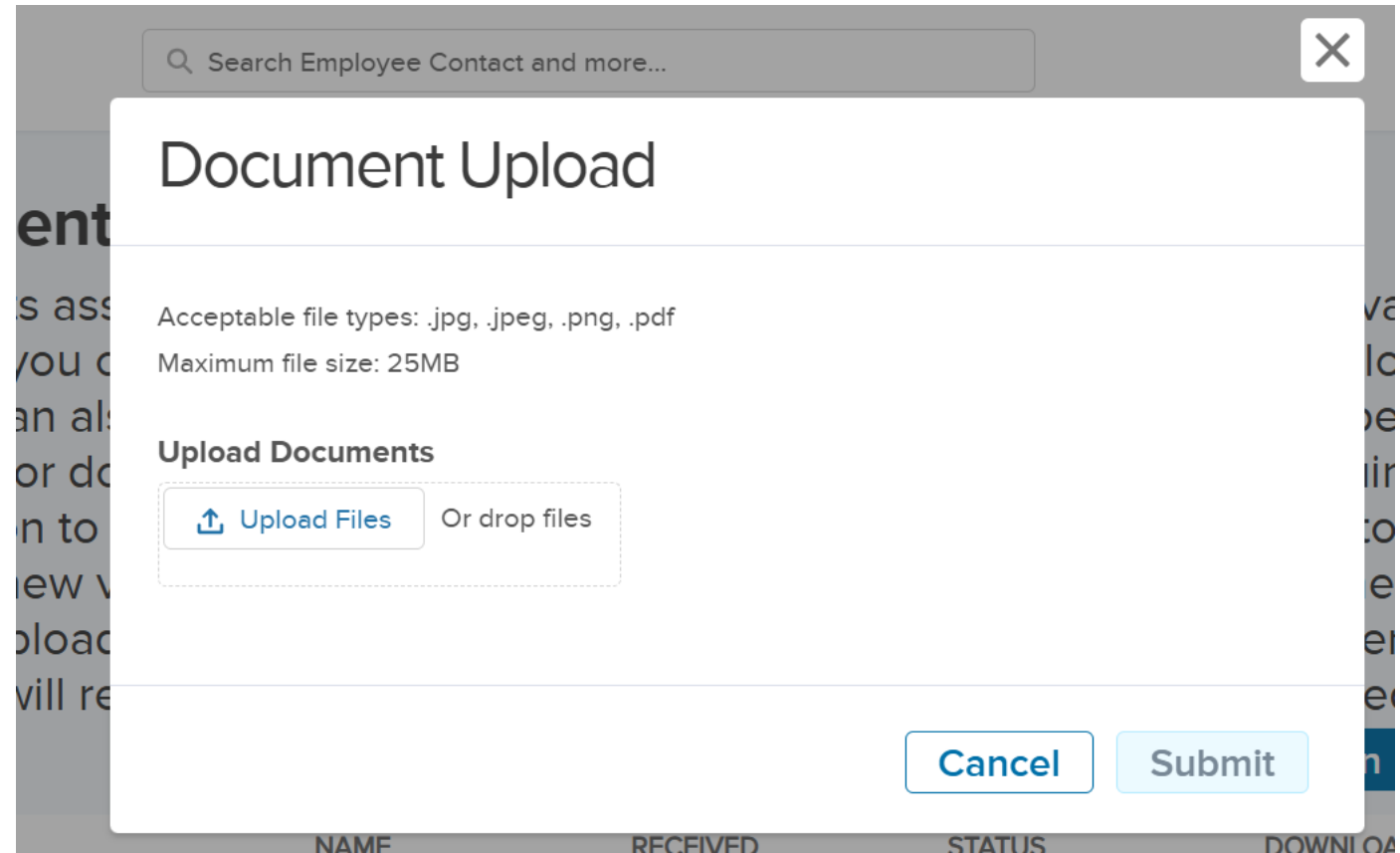
UPLOAD



You'll see this pop-up window with instructions

You'll also be prompted to choose from a drop-down menu what type of form you're sending in.

When you're done, you'll see the uploaded form under Document Dashboard.




Search Employee Contact and more...

Document Upload

Acceptable file types: .jpg, .jpeg, .png, .pdf
Maximum file size: 25MB

Upload Documents

 Upload Files Or drop files

Cancel Submit

NAME RECEIVED STATUS DOWNLOA

