



DELAWARE Paid Leave

Family and Medical Leave Insurance Program

How to Register and File a Claim

Beginning January 2026, Delaware employees who are eligible for Delaware Paid Leave can file claims for approved — and financially supported — paid time off. This guide will help you register on the platform and file a claim.

Registration

Step 1: Access my.delaware.gov through the link provided on Delaware LaborFirst or the Delaware Paid Leave website and register as an individual. You can access this platform at any time by entering your username and password.

Step 2: Complete the identity proofing and verification process by selecting the “Identity Proofing” tile. Completing the identity proofing process will allow you to begin filing your claim. Learn more about how to file a claim [here](#).

Step 3: Select the “Delaware LaborFirst Claimant Portal” tile to navigate to the portal. This portal will take you through a few questions to make it easier to file a claim and receive payments.

Filing a Claim

After completing registration, from the home page in your account, select “File Paid Family Medical Leave Claim.” When filing a claim, you will be asked to do the following:

Step 1: Review important information.

Step 2: Enter your Social Security number.

- Once you enter your Social Security number, the system will display the name of your employer if they have signed up for Delaware Paid Leave.
- If your employer’s name is not displayed during this step, consider talking to HR or another leader at your company about signing up for Delaware Paid Leave.

- You can manually enter your employer’s information if a company is displayed that is not the name of your employer or if your employer does not respond to your request for them to sign up for Delaware Paid Leave. You can also email PFMLClaims@delaware.gov or call **302-761-8375**.

Step 3: Click on your employer’s name when it is displayed.

- If your employer is enrolled in the Delaware Paid Leave public plan, you will then be able to start filing your claim.
- If your employer has been approved to use a private plan (if they are self-insured or use a private insurance policy), the system will indicate this. In this case, you will need to contact your employer to file a claim.

Step 4: Answer a set of questions to determine the type of leave you’re filing for. Based on your responses, the system will lead you to a specific questionnaire based on the type of leave.

Step 5: Choose the dates during which you will be on leave.

- Follow the prompts to indicate when you want to start your leave and how many weeks of leave you are requesting.

Step 6: Complete the leave-specific screens for parental leave, medical leave, family caregiver leave, or qualified exigency.

- If medical leave or family caregiver leave was identified, your health care provider information will be requested. After your employer completes their initial review of the claim, the system will also provide you with a Form ID to share with your health care provider so that they can confirm that you or your family member has a serious medical condition.

Step 7: Review a summary of the information provided. If the information is accurate, digitally sign and date the page to move forward.

Step 8: Review the claim confirmation screen, which will include the claim ID. You will also receive a confirmation email.

After You File a Claim

Once you file the claim, your employer will receive a notification providing them with information about your claim.

- For parental leave and qualified exigency leave, your employer will have three days to answer the system's questions about your claim and five days to make their decision.
- For medical leave and family caregiver leave, your employer will have three days to provide the requested information about your claim.
 - At this time, you will need to give the Form ID with the link to complete the Certification of Serious Health Condition to your health care provider's office. The office will have 30 days to certify your condition or the condition of your family member. Once your health care provider electronically submits the certificate, your employer will have five days to decide on your claim.
 - The system will tell your employer if it believes your claim can be paid. With this information, your employer will be able to either follow the system's recommendation or provide an explanation if their decision differs from what the system suggested.

Claim Decisions

Once your employer makes a final decision, you will receive confirmation that your claim has been approved or denied.

- If approved, the Division of Paid Leave will begin issuing benefit checks. You must keep your leave dates up to date in Delaware LaborFirst and continue to keep your employer informed.
- If denied, you will receive information on how to submit a request for the Division of Paid Leave to conduct a review and/or appeal.

You can access the portal at any time through my.delaware.gov. You will not need to complete the registration process again.

