

# Oregon State University Internal Appeal Process – Oregon PFML Equivalent Plan

This policy establishes a clear, fair, and timely process for employees to appeal coverage or benefit determinations made under Oregon State University's OPFML. Employees must exhaust this internal process before seeking dispute resolution from the Oregon Employment Department.

## 1. Scope

This appeal process applies to decisions related to eligibility, coverage, weekly benefit amounts (including overpayments), leave duration, and claim denials under Oregon State University's approved Oregon PFML [equivalent plan](#).

## 2. Written Decisions (Initial Determination)

All claim decisions will be issued in writing, either in hard copy or electronically. Each decision will state: Whether the claim is approved or denied; the approved leave amount and weekly benefit amount; the specific reasons for any denial; and instructions on how to file an internal appeal and the right to request dispute resolution from the Oregon Employment Department.

## 3. How to File an Internal Appeal

Employees may file an appeal with plan administrator via email: [medical.leave@oregonstate.edu](mailto:medical.leave@oregonstate.edu). Appeals must include name, contact info, date of decision, copy of decision, a clear statement of the reasons for appeal, and supporting documents.

## 4. Deadline to Appeal

You must submit your internal appeal within 60 calendar days of receipt of the written decision, or if circumstances beyond your control prevent filing an appeal within the 60-day period, then as soon as is reasonably possible. In the absence of circumstances that prevent filing an appeal within the 60-day period, appeals received after 60 days may be accepted upon a showing of good cause.

## 5. Acknowledgment and Record

The plan administrator will acknowledge receipt of your appeal within 5 business days and maintain a record of all appeal materials and communications.

## 6. Standard of Review and Additional Information

The plan administrator will review all information used in the original decision and any new information submitted. Additional information may be requested if necessary or helpful to consider the appeal.

## 7. Decision on Appeal

The plan administrator will issue a written appeal decision within 20 calendar days of receiving your complete appeal package. The decision will affirm, reverse, or modify the original determination and explain next steps.

If plan administrator fails to issue a written appeal within 20 calendar days of receipt of a complete appeal package, you have the right to pursue dispute resolution with the Oregon Employment Department no later than 60 days after the expiration of the 20 day timeframe.

## 8. Continuation of Undisputed Benefits

Benefits not at issue in the appeal will continue during the appeal process.

## 9. Next Level – Oregon Employment Department Dispute Resolution

If your internal appeal is not resolved to your satisfaction, you may request dispute resolution from the Oregon Employment Department within 60 calendar days of the internal appeal decision, or as soon as practicable if there is good cause for the delay.

## 11. Oregon State University Contact Information

Lori Schmidt – Human Resources Officer

Address: 236 Kerr Admin Bldg., Corvallis, Oregon 97333-2132

Email: [medical.leave@oregonstate.edu](mailto:medical.leave@oregonstate.edu)

Phone: 541-737-5946

## 12. Oregon Employment Department Contact Information

To file an appeal with OED, or find out more information about how to file an appeal visit <https://paidleave.oregon.gov/resources/appeals.html>

**Address:** Attn: Hearings – Paid Leave Oregon  
Oregon Employment Department  
875 Union Street  
Salem, OR 97311

**Phone:** 833-854-0166

**Website:** <https://paidleave.oregon.gov/contact-paid-leave-oregon>