

Appeals

What types of issues can I appeal to PEBB?

PEBB accepts only eligibility and enrollment appeals. This includes enrollment errors or omissions, or missed enrollment timelines.

You must appeal plan decisions directly to the plan. Follow the appeal rights and procedures in the plan's member handbook. If you ask PEBB to review the plan's determination, PEBB will verify only that the plan's determination was within the scope of the contract or request that the carrier provide you more explanation of its determination. If it appears that the plan's determination is outside the scope of the contract, PEBB will ask the plan to review your appeal again.

What is the PEBB Appeal Process?

Step 1. If you believe you received an incorrect or unfair denial based on eligibility or enrollment, you may request a review by a PEBB Benefits Analyst.

- Submit a completed Appeal Form (available from your agency, the PEBB Web site or PEBB) to PEBB. Include any supporting documentation.
- A PEBB Benefits Analyst will review your appeal and notify you of a decision within 45 days of receiving your request. You will receive notice if your issue will require more than 45 days.

Step 2. If you believe the decision from the Benefits Analyst is incorrect or unfair, you may request a review by the PEBB Benefits Manager.

- You must submit this request in writing within 45 days of the date of the determination letter. Include any additional supporting documentation.
- The PEBB Benefits Manager may review your case or forward your request to the PEBB Administrator or designee for review and a determination.

In either situation,

- You will receive a written determination and explanation within 30 days of the Benefits Manager receiving your case review request.

Step 3. If you believe a determination made by the Benefits Manager is incorrect or unfair, you may request a review by the PEBB Administrator or designee.

- You must submit this request in writing within 30 days of the date of the determination letter. Include any additional supporting documentation.
- The Administrator or designee may review your case or forward your request to the PEBB Operations Subcommittee for review and a determination.

In either situation,

- You will receive a written determination within 30 days of the Administrator or designee receiving your review request, or within 30 days after the next regularly scheduled meeting of the Operations Subcommittee.

Step 4. If you believe a determination made by the Administrator or designee is incorrect or unfair, you may request a review by the PEBB Operations Subcommittee.

- You must submit this request in writing within 30 days of the date of the determination letter. Include any additional supporting documentation.
- The Operations Subcommittee may review your case or, with approval of the Chair, may forward your request to the full Board for review and a decision.

In either situation,

- You will receive a written determination within 30 days after the next regularly scheduled meeting of the Subcommittee or the Board.

Step 5. If you believe a determination made by the PEBB Operations Subcommittee is incorrect or unfair, you may request a review by the Board.

- You must submit this request in writing within 30 days of the date of the determination letter. Include any additional supporting documentation.
- You will receive a written determination within 30 days after the next regularly scheduled meeting of the Board.

Step 6. You may appeal the Board's decision under the Oregon Administrative Procedures Act, ORS Chapter 183. You will receive notice of the status of the request for reconsideration within 15 days of receipt of the request by the reviewing entity.