

Use this checklist to get ready to apply for benefits.

Employees and self-employed people who have chosen coverage can:

- Create a [Frances Online](#) account
- Apply for benefits online through their Frances Online account
- Apply for benefits by mail or over the phone:
 - Download and print an application from the [Paid Leave website](#)
 - Call us at 833-854-0166 (toll-free)

Frances Online is the **quickest and easiest way** to apply for Paid Leave. If you can't access Frances Online, you can download the application from our website and mail it to us or call us at 833-854-0166 to apply by phone. If you apply with a paper application or by phone, it may take longer for you to receive a response.

You may have someone else apply for Paid Leave benefits on your behalf by filling out the [Designated Representative Form](#). Please see the [Employee Guidebook](#) for more information.

If your employer has an equivalent plan instead of participating in Paid Leave Oregon, you must apply separately under that equivalent plan. Ask your employer for instructions on how to do that.

Get ready

Before you apply:

- ☐ Inform your employer — you need to tell your employer at least 30 days before the start date of your leave. In an emergency, you can give them 24-hour verbal notice and then follow up with a written notice within 3 days. If you can't provide notice, someone else can do it for you.

Note: If you can't show that you told your employer about your leave, Paid Leave may reduce your first full weekly benefit payment by 25%.

- ☐ Put together the information you will need — details for each step are included in this checklist.
- ☐ Create a Frances Online Claimant account — Frances Online is the fastest way to apply for benefits. If you are self-employed, this claimant account is a second account. It isn't the same as the employer account you created to apply for coverage.

Step 1: Create a Frances Online account

What you need to create an account:

- ☐ Your full legal name and date of birth.
- ☐ Your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN).
- ☐ Your contact information, including your phone number, email address, physical address, and your mailing address, if it is different than your physical address.
- ☐ Your state driver's license or state identification card (if you have one).
- ☐ Your email address.
- ☐ If you have filed a Paid Leave or Unemployment Insurance claim in the past, you may need to have us send you a letter to set up your account securely.

Step 2: Apply for benefits

You can apply immediately after you create an account in Frances Online. Sign in to Frances Online to apply.

What you need to apply:

- ☐ Your username and password if applying through Frances Online.
- ☐ Your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN).
- ☐ The type of leave you are applying for.
- ☐ Your requested leave schedule (consecutive or intermittent) and the expected start and end dates of your paid leave.
 - Consecutive leave means that you take leave from the start date to the end date of your leave, without working at any job during that time.
 - Intermittent leave means that you take days or weeks of leave between the start and end dates of your leave, but you also work during your leave. You must take intermittent leave if you are taking leave for two or more life events at the same time or if you are applying for pre-placement leave.
- ☐ Your current and past 18 months of employment information including:
 - Employer's business name, address, and phone number
 - Your employer's business identification number (BIN) or Federal Employer Identification Number (FEIN) (check with your employer for these numbers)
 - Your job title (to help you find your occupation)
 - Your date of hire
 - How often you are paid by your employer

- How much your employer pays you
- The number of days each week that you usually work for each employer
- The date you told your employer about your leave
- ☐ Information about Workers' Compensation time loss benefits or Unemployment Insurance Program benefits you may be receiving.
- ☐ Information about any equivalent plan coverage you have and any paid leave you have taken under this plan.
- ☐ Your preferred benefit payment method. You can choose between a prepaid debit card and direct deposit. If you choose direct deposit, you will need your bank account and routing numbers.
- ☐ Your preference for tax withholding.

Step 3: Identity Verification

After we receive your application, we will verify your identity. Sometimes, we may need more information to verify your identity. We may send you a letter in the U.S. mail, even if you chose to get email alerts when you set up your account. **Please watch your U.S. mail** and be ready to answer any follow-up questions we may have.

Step 4: Verify your life event

What you need to verify your life event

There will be a questionnaire in your Frances Online account that asks for additional information about your claim. You will need to log in to your Frances Online account and complete the questionnaire. We will also ask you to send your documentation (listed below) to verify your qualifying life event. The easiest way to do this is to send it with a message in your Frances Online for Claimants account. If you don't have a Frances Online account, you will mail your verification documents with your paper application. We may also call you to get needed information.

The verification documents we ask for depend on the type of leave you need. You need to give us one document from the list below. If this document doesn't include all the required information to verify your leave, we may ask you for additional information.

The documents on this list may have sections that your health care provider or your family member's health care provider need to fill out.

Family leave to care for and bond with a child in the first year after birth:

Unless issued by a government entity, your verification document must include the issuer's first and last name, title or specialization, contact information, handwritten or electronic signature, and the date the document was signed or issued. The verification documents you can use are:

- Your child's official birth certificate.
- [Paid Leave Oregon Verification of Birth Form](#). If this is issued before the child is born, it must be dated and signed within 60 days before the expected date of birth.
- A Consular Report of Birth Abroad.
- A court issued document establishing paternity or guardianship.
- A Voluntary Acknowledgement of Paternity signed and witnessed by a hospital representative and issued within 5 days of your child's birth.
- A document by your child's or the pregnant parent's health care provider. The pregnant parent can be you or another parent of the child, but the document needs to list you as a parent of the child. If this is issued before the child is born, it must be dated and signed within 60 days before the expected date of birth. Review the [Employee Guidebook](#) for more information about this document.
- A hospital admission form related to your child's delivery.

For an **additional two weeks of leave related to pregnancy**, you need documentation that shows your relationship to the child as the parent that is currently pregnant or gave birth in the year before the start of your leave.

Family leave to care for and bond with a child in the first year after placement through adoption or foster care:

Unless issued by a government entity, your verification document must include the issuer's first and last name, title or specialization, contact information, handwritten or electronic signature, and the date the document was signed or issued. The verification documents you can use are:

- A copy of a court order that verifies your child's placement.
- A letter signed by the attorney representing you as the foster or adoptive parent that confirms your child's placement.
- A document from the foster care, adoption agency, or social worker involved in your child's placement that confirms the placement.
- A document for your child by the United States Citizenship and Immigration Services (USCIS).

Family leave to care for a family member with a serious health condition:

You need to show verification of your family member's serious health condition by a health care provider.

The verification documents you can use are:

- [Paid Leave Oregon Verification of Serious Health Condition Form](#)
- [Oregon and Federal Family and Medical Leave Health Care Provider Certification](#)
- [The Family and Medical Leave Act \(FMLA\) Certification of Health Care Provider for Employee's Serious Health Condition Form](#)
 - Note: The U.S. Department of Labor provides this form. You can also use an employer version of the FMLA certification for a serious health condition.
- A document issued by a health care provider
- Other documentation — visit the [Employee Guidebook](#) for a list of documentation requirements

Your document must include the following information:

- Your first and last name
- Your date of birth
- The approximate date of which the serious health condition started or created the need for leave
- A reasonable estimate of the duration of the condition or your recovery period
- A reasonable estimate of the frequency and duration of intermittent leave and estimated treatment schedule, if applicable
- A diagnosis or other information to establish that your family member has a serious health condition

Your verification document must also identify you, by first and last name, as a family member of the patient. If your document doesn't show the family relationship between you and the patient, you must also send at least one of the following documents:

- A legal marriage certificate
- A certified Declaration of Domestic Partnership
- A legal birth certificate
- One or more documents issued by an independent and verifiable third party that establishes marriage, domestic partnership, or a significant family relationship between you and the patient. The document must be issued within six months before your start of leave.

Family leave for preplacement activities necessary to welcome a child into your home through adoption or foster care:

Your verification document must be dated no earlier than 180 days before the start date of your requested leave.

It must show:

- Your first name and last name as the intended foster or adoptive parent
- The child's first and last name
- The child's date of birth.
- Unless your document was issued by a government entity, it must have the issuer's
 - First and last name
 - Title or specialization
 - Contact information such as mailing address, email or telephone number, the issuer's handwritten or electronic signature
 - Date the document was signed.

The documents you can use are:

- A copy of a court order.
- A letter signed by the attorney representing the foster or adoptive parent.
- A document from the foster care, adoption agency, or from a social worker involved in the placement.
- A document for the child issued by the United States Citizen and Immigration Services

For more information about how to apply for benefits through Frances Online, please watch the [How to Apply for Benefits Overview video](#) at paidleave.oregon.gov.

Read our [Employee Guidebook](#), [Self-Employed Guidebook](#), or visit paidleave.oregon.gov for more detailed information about applying for benefits.