

## PFML Claim Turnaround Times

These are Alera's standard turnaround times for claim handling:

- **Claim Received:** Employees and employers receive an acknowledgment within 1–2 business days.
- **Additional Information Needed:** Claimants have 15 days to provide requested details, with a one-time 7-day extension available upon request.
- **Claim Decision:** Once **all** required information is submitted, a decision is issued within 5 business days.
- **If Information Is Not Received:** The claim may be denied; however, the claimant can submit the missing information at a later date to reopen and review the claim.

If you have a specific claim, you'd like us to check on, please contact your NIS Representative to look into the individual status.