

Reporting Absences And Filing For Short Term Disability Benefits

It feels good to be prepared. That's why we've developed the following guide to help you report an absence with Standard Insurance Company. Please use the steps outlined below should you need to report a leave of absence or file a disability claim. They will enable you to access our Absence Management Service Center (AMSC), online or via telephone.

When Should I Report An Absence?

Contact The Standard if you are absent from work, or know you will be absent from work, for more than 3 days due to the following:

- Your own serious health condition (including pregnancy)
- To care for your newborn child
- The placement of your adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military exigency, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military
- For leave due to your own military service

For an absence of a work-related illness or injury, please follow the Yale workers' compensation process. Visit the Yale Absence Management website for details. For a personal leave of absence, please contact your HR Generalist.

How Do I Notify The Standard About An Absence?

If you are calling in a leave for your own serious health (including pregnancy) you can initiate your leave and claim by calling:

- The Standard's Absence Management Service Center at 203.432.5552, option #4; Or

If you are reporting a leave of absence for the following reasons:

- Leave to care for a family member
 - To care for your newborn child
 - The placement of your adopted or foster child
 - To care for a covered service member injured in the line of duty
 - For qualifying military exigency, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military
 - For leave due to your own military service
- For the leave reasons listed directly above, you can call or report it online through The Standard's absence management self-service web portal:
 - **First Time Users – Create an Account:**
 - Go to www.standard.com and click the box labeled **I am an Individual**.
 - Click **Create an account** in the upper right hand corner.
 - Click **Continue** under the Leave and Absence Management option.
 - You'll be asked to provide your name and email address and create a user name. Be sure to provide an email address that you can access from home.

- After you enter your name and email address, you will need to create a password and security questions. Then click **Create Account**.
 - You'll be sent a verification email. Click **Confirm Your Account** in that email to log in with your user name and password.
 - After you log in, select the method you would like to use to receive your secure, two-step verification access codes and then verify your ability to receive code on your device.
 - Next, select **My employer's insurance benefits**. You'll be asked to provide some additional identifying information.
 - The site will also ask you for your Group Insurance Plan number (**647891**) and Employee ID number.
 - Click **Continue**.
 - At this point, you will need to log out and then log back in for your services to be displayed.
 - Upon logging in, you'll be directed to the My Home page. Click **Get Started** in the Report Leaves of Absence box.
- **Returning Users:**
 - Go to www.standard.com and click **Log In** in the upper right hand corner.
 - Enter your user name and password and click **Log In**.
 - If prompted, retrieve and enter your secure, six-digit access code.
 - From the My Home page, click **Get Started** in the Report Leaves of Absence box.

What Are The Absence Management Service Center Operation Hours?

The AMSC is available 24-hours a day, 7-days a week. You can also access our live portal to

- Initiate a new leave of absence
- Check the status of your leave and or claim

When I Call To Report My Absence, What Questions Will I Be Asked?

You will be asked to provide the following information — in addition to other questions about your absence:

- Employer Name: **Yale University**
- Group Plan Number: **647891**
- Employee ID number or Social Security number
- Last day you were at work, or anticipate beginning an absence from work
- Reason leave is requested
- Physician's contact information (name, address, phone and fax number)

Who Is Responsible For Notifying Yale University Of My Absence?

It is your responsibility to follow your department's normal absence reporting procedures to notify your manager of an absence. In addition it is your responsibility to notify The Standard of an absence within 24 hours.

Will I Receive Any Notification After I Initiate A Leave Or Claim?

After initiating a request for time off and/or filing a Short Term Disability (STD) claim, The Standard will send you a letter confirming receipt of your leave request. If you are filing for an STD claim, The Standard will fax an Attending Physician's Statement¹ to your physician to complete; an Authorization to Obtain Information will be mailed to you to sign and return. If you called to request a leave but did not initiate an STD claim, you will receive a Certification of Health Care Provider form. These forms should be returned to The Standard by the due date indicated in your letter.

Where Do I Send The Completed Forms?

If you are required to submit paperwork, please send the completed forms to:

Standard Insurance Company
Employee Benefits Division
PO Box 3877

Portland OR 97208
Or you may fax completed forms to 866.751.5174.

How Long For a Leave of Absence Decision?

It will take approximately five days to make a claim decision (once all information has been received). If we have not made a decision within one week, you will be notified as to why.

How Long Does it Normally Take For An STD Claim Decision?

It will take approximately one week to make a claim decision (once your completed claim application is received). If we have not made a decision within one week, you will be notified as to why.

If My Claim For Benefits is Approved, How Long Will It Take To Receive My First Check?

STD benefits will be paid by your employer through your normal payroll cycle.

How Do I Report an Intermittent Absence?

When you miss time associated with an approved, open intermittent leave, you can quickly and easily report absences through The Standard's self-service phone system or the absence management self-service portal. These services are available 24 hours a day, 7 days a week. .

Use the following steps to use the self-service phone system:

- When you call us, say "report an absence" when asked, and you can report your time off without needing to speak to a representative.
- Provide the following information:
 - Your leave number. Your leave number is found on correspondence we sent you after we approved your intermittent leave.
 - Your date of birth.
 - The date of the absence. You may report multiple absences during one call. Dates can be today, or in the past or future, however each absence will be a separate entry during the same call.
 - The type of absence. You will need to let the system know if your absence is related for your condition or is to attend a medical appointment.
 - The number of hours you were scheduled to work, and the number of hours of leave taken, for each day you are reporting.
 - A number where you can be reached. You will be asked to provide a call back number if we need to contact you for further information.
- Once the automated intake is complete, you will receive a confirmation number to let you know that your absence report has been successfully submitted.

You can also report intermittent absences through The Standard's absence management self-service web portal which is accessible from your computer, your smartphone, or your tablet. Review the log-in instructions above. Once you are logged in, use the following steps to report your intermittent absence online:

- Click on **Absence Claims**.
- Find and click on your open intermittent leave claim.
- Click **Add Time**.
- On the following screen, provide the date(s) of your intermittent absence, the number of scheduled work hours/minutes missed, and whether your absence was due to incapacity (illness) or medical treatment.
- Click **Save**.

Don't forget to notify your manager and follow your department's normal absence reporting process.

More Questions?

Call The Standard's Absence Management Service Center at: 203.432.5552, option #4.

- ¹ Within one business day of filing a claim, The Standard will fax an Attending Physician's Statement (APS) to your doctor for completion. The Standard will make up to three follow up attempts to obtain a completed APS from your doctor. Although The Standard will be following up with your doctor, we encourage you to contact your doctor and ask their assistance in completing the APS on your behalf. You will be responsible for providing any necessary authorizations to your doctor to release this information to us. For anticipatory claims, the APS and Employer Notification will be sent on your reported last day of work.