

## Frequently Asked Questions About Filing A Long-Term Disability Claim

The following questions and answers will help you file a Long-Term Disability (LTD) claim with Standard Insurance Company (The Standard). The steps outlined below will enable you to access our efficient claims services quickly and easily.

### **When should I report a claim?**

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Report a claim as soon as you believe you will be absent from work beyond 90 calendar days. If you are uncertain about how long you will be absent or whether you should file a claim or not, we suggest that you file your claim. This offers you some peace of mind and allows for The Standard to begin its review and issue a timely payment if appropriate.

### **How do I file a claim?**

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To file a claim by telephone, contact The Standard's Claim Intake Service Center at 800.378.2395.

### **When I report my claim, what information will I need to provide?**

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

- Employer name: **The University of Alabama System**
- Group Policy number: **643197**
- Name and Social Security number
- Last day you were at work
- Nature of claim/medical information
- Physician's contact information (**name, address, phone and fax number**)<sup>1</sup>

### **What are the hours of operation for the claim intake service center?**

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The Standard's Claim Intake Service Center representatives are available to assist you Monday through Friday, 7:00 a.m. - 7:00 p.m., Central Standard Time.

### **Where do I send the completed forms?**

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Completed forms may be mailed to:

Standard Insurance Company  
P.O. Box 2800  
Portland, OR 97208

Or if you prefer, you may fax completed forms to our office at 800.378.6053.

### **What can I expect after I submit the completed forms?**

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Once The Standard receives the required paperwork, which includes the Employee's Statement, Employer's Statement, Attending Physician's Statement and Authorization to Obtain and Release Information, your benefits analyst will contact you to discuss any additional information that may be necessary to complete the processing of your claim and to answer any of your questions.

## If my claim for benefits is approved, how long will it take to receive my first check?

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After the Benefit Waiting Period of 90 calendar days is served, LTD benefit payments are paid in arrears on a monthly basis based on the date of disability and are mailed directly to your residence. LTD benefit payments that are payable for retroactive claims will be paid immediately following claim approval.

## How will I be notified when there is a decision on my claim?

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Detailed claim communications will be sent to you by mail. You will also have the option to sign up to receive text message alerts. Signing up for text message alerts is optional and you can opt out at any time. If you choose to sign up for text message alerts, you will receive one-way text message alerts when The Standard receives key documents and when there are certain changes to your claim status. Text message alerts are in addition to the detailed claim communications we send by mail.

## How do I sign up to receive text messages?

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You'll receive a flyer when you submit your claim, offering you two options to sign up for text message alerts:

- 1) When you call The Standard to inquire about the status of your claim, our representative will ask you if you'd like to participate and can give you directions on how to enroll; or
- 2) Text STATUS to 53284 and you will be enrolled.

Frequency and number of messages will vary based on the claim. Message and data rates may apply. Please visit [www.standard.com/SMS](http://www.standard.com/SMS) for our terms and conditions and to review our Privacy Notice. Text STOP to 53284 at any time to unsubscribe and stop receiving text message alerts.

## Who should I call with questions about my claim?

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If you have already filed a claim, please call The Standard's Disability Benefits toll-free number, 800.368.1135. If you are looking for general information, please contact The Standard at 833.229.4171.

## Who is responsible for notifying The University of Alabama System of my absence?

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It is your responsibility to follow the normal The University of Alabama System absence reporting procedures by notifying your manager or supervisor of your absence.

## What action do I need to take when I am ready to return to work?

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If you return to work full or part-time, please notify The Standard immediately to prevent an overpayment of benefits. You may be eligible for partial disability benefits.

<sup>1</sup> It is your responsibility to ensure the Attending Physician's Statement is completed and faxed back to The Standard.