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Plan Administration Guidance for Employers



Your GSI IDI plan from The Standard[‡], combined with group long term disability insurance, ensures comprehensive income protection for all employees.

With your company's Guaranteed Standard Issue Individual Disability Insurance plan, you'll work with your insurance representative and The Standard[‡] to maintain, update and make payments for your plan. Your offer letter holds key details about your company's plan. And this interactive guide provides details around administrative processes.

Thank you for selecting The Standard to provide GSI IDI coverage for your employees. More information about GSI IDI can be found in our [Guaranteed Standard Issue Individual Disability Insurance flyer](#).

For assistance in administering your disability insurance plan, contact Standard Insurance Company at 800.247.6888 or The Standard Life Insurance Company of New York at 800.378.6057.

Standard Insurance Company | The Standard Life Insurance Company of New York | standard.com/di

[‡] The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 445 Hamilton Avenue, 11th floor, White Plains, New York. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary.

Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York.

The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.

This policy has exclusions, limitations, reduction of benefits, and terms under which the policy may be continued in force or terminated. For complete costs and coverage details, please contact your insurance representative or The Standard at 800.247.6888 (800.378.6057 in New York).

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Interactive Employer GSI Administrative Brochure

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Adding Members

You add members to your plan as they become eligible for coverage. Review your offer letter, which contains details of who qualifies for GSI IDI coverage.

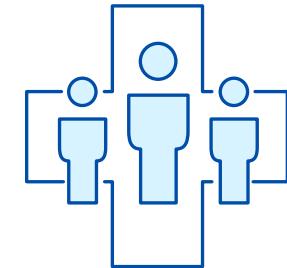
Here's how to add new members to your plan:

- You can include new hires or recently promoted employees eligible according to your offer letter. New members must be added within a 60-day window of their plan eligibility.
- Contact your insurance representative to request your company's New Additions Template.
- You'll be required to provide information about the person or people you're adding including name, base annual income, hire date and more. Return to your insurance representative or submit through the GSI Employer Portal when you're done.

Note: If your plan covers commission or incentive income, you'll also be asked for that additional income information.

- Your insurance representative works with The Standard to generate a quote that outlines coverage and calculates premium.
- We create your enrollment materials which vary between pre-filled applications, online enrollment or census enrollment.
- Once employees complete enrollment activities, your insurance representative will provide an individual policy for each member.
- Policies are effective the first of the month following the notice of eligibility, and new additions will be included on an employer's next list bill statement.

If members are not reported to The Standard within 60 days of eligibility or if they complete enrollment materials outside of the enrollment window, their applications may be subject to Medical and Financial Underwriting and may not be eligible for the GSI IDI plan. GSI IDI plans do not backdate.



Policy eDelivery

With The Standard's easy-to-use online delivery software, policies are directly delivered to individual members. Your employees can enjoy efficiency, convenience and security. [Find out more about policy eDelivery here.](#)

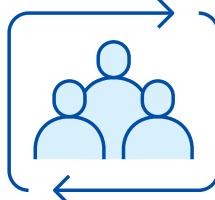
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GSI Employer Portal Capabilities

The GSI employer portal delivers on expectations of customers to provide an integrated view of LTD + GSI participants.

Here's a quick snapshot of what the portal offers:

- Immediate access to member, billing and plan info
- Easy tools to manage member changes and billing
- A new way to reach out to service team members



Member Maintenance

- View and download participant details
- Update participant info (individual and group/bulk)



Billing Maintenance

- View and download bill
- Request revised bill
- Update billing preferences



Offer Letter

- View and download offer letter



Contact Us

- Submit inquiries or request technical support
- View contact information for service team



The GSI Online Portal Experience

A streamlined, self-service solution

[Watch the video to learn more.](#)

Get started today, complete the [Online Portal Access form](#). To learn more about the portal, contact your Account Manager.


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Billing

Your overview for billing, payments and more:

Billing statements

- You receive your statement in a list bill format, which itemizes each employee policy
- Due: First day of the month
- Sent by email, mail, or available for download online in the month prior to the due date
- You will remit total billed premium on each invoice. Adjustments will be made on future statements.

About your bill

You may see premium adjustments for any of these reasons:

- Annual benefit increases
- Coverage that continues past policy expiration
- Newly eligible members added to the GSI IDI plan
- Employees terminate employment or are no longer eligible for the coverage

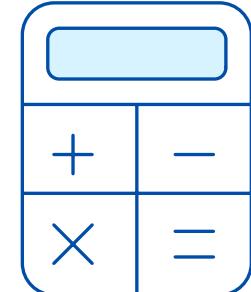
List bill changes and premium credits

- To remove a policy from your bill, the policy must be paid through the employee's termination date.
- If an insured employee works at least one day during the calendar month, premium is due for the full month.
- Multiple months of premium may be due when enrolling new members. A future bill will reflect these changes.

Payment methods

Our preferred method of payment is ACH payment:

The Standard receives the funds up to three days after you send. For help setting up an ACH payment, contact your insurance representative.



Other accepted payment methods include:

- Paper check: you'll mail to our lockbox address
- Wire transfer: The Standard receives the same day it's sent

For general billing questions, email us at GSIPrem@standard.com. To remit GSI IDI Premium Payments only, use these mailing addresses:*

List bills in all states, except New York:

Standard Insurance Company
PO Box 3358
Portland, OR 97208

Multi-account bills in New York:

The Standard Life Insurance Company of New York
PO Box 2707
Portland, OR 97208

* Please do not send any other payments to these addresses. Payments received by GSI for other lines of coverage may be delayed in processing and go unaccounted for. If you have multiple products with The Standard, please contact your account manager for clarification.


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Terminating Members

It's important to report plan changes throughout the year. This includes removing members from your plan.

Here's what to do:

Contact your insurance representative or your billing specialist at The Standard to report a termination. Notification will be mailed to the member offering continuation of coverage providing they make timely payments to The Standard.

Provide these key details:

- 1 Employer name and list bill number
- 2 Full name of member and their current mailing address
- 3 Individual policy number, if available
- 4 Last day of employment

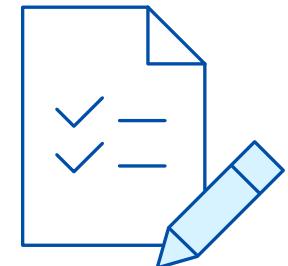
GSI IDI coverage runs to the last day of the month of the member's termination. Once the termination is reported to The Standard, the member will be removed from billing on the first day of the month following termination.

Example: On June 20, you report that Joe Smith's last day of work was June 15. Their coverage is paid through the month of June, and the termination is effective July 1. Coverage cannot be prorated, The Standard extends coverage to the end of June.

Delays in Reporting

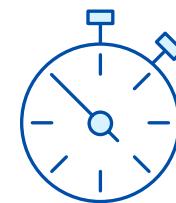
If you delay reporting terminations from your plan, your company may continue paying the former employees' premiums.

If we receive late notification for terminations, The Standard credits or refunds up to one month of overpaid premium.



Note:

- Terminations that occur during a month can be removed the first day of the following month.
- Policies must be paid to the effective date of termination before removal from the bill.
- If we receive a late notification for terminations or addition, The Standard credits or refunds up to one month of premium.



Late notification example:

- We receive a notice in June that an employee terminated on March 15
- Premiums are paid through June
- We refund or credit one month's premium


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Annual Reviews

Your dedicated team at The Standard proactively reviews your plan on an annual basis to ensure your plan is keeping pace with the needs of your employees. Your participation in this process is essential to ensure your employees are adequately insured.

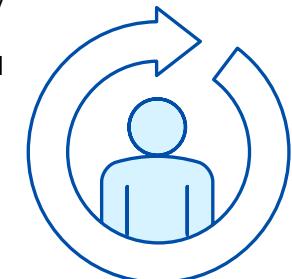
Here's what to expect:

- Your insurance representative will work with you to obtain an up-to-date census that includes current salary and other compensation information, when applicable.
- We'll review current compensation and other group LTD coverage in force to identify employees who are eligible for monthly benefit increases, in accordance with your offer letter.
- The Standard will provide a comprehensive renewal report that illustrates the benefit and premium amounts for each insured member. Policy endorsements for members eligible for a benefit increase will be mailed to their home address on file.*
- Premium changes will be reflected on your next regularly scheduled list bill.

Renewal Option After GSI Policy Termination Date

For clients age (65 or 67) or older, after the first policy anniversary, coverage becomes annually renewable as long as the insured continues to work full time and is not disabled.

The Standard will continue the policies for the members who have reached policy maturity on an annual basis with the understanding that they continue to work full time and are not disabled. A summary will be sent to you and a Policy Endorsement reflecting the continuation will be mailed directly to each individual member.



If continued eligibility is met under the renewal option, the base monthly benefit for Total Disability continues. However, additional benefit riders are removed, which will impact the premium.

If any member listed on the summary does not meet the requirements for continuation of coverage (not working full time and is not disabled), we request that you immediately contact us at GSIPrem@standard.com.

See our [GSI IDI renewal flyer](#) for additional information or contact your account manager.

* Employee signature may be required on voluntary plans for acceptance.

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Filing a Claim

The Standard is committed to providing empathetic claims service. You can trust that your employees will be treated with care and compassion during a difficult time.

As soon as an employee is unable to work and thinks they may be disabled in accordance with their GSI IDI policy from The Standard, they should contact us at:



The Standard
phone 800.628.9797
fax 971.321.5609
CCIDISupport@standard.com

Visit our [File an Individual Disability Insurance Claim](#) page for more information.

Once we receive the employee's request to file a claim, The Standard will mail the employee a claims packet.

Prompt claim resolution and payment is important to us. We strive to make claim decisions within 45 days after we receive written notification of your claim. If further information is needed, we'll notify the employee.

If The Standard provides short term disability, long term disability or waiver of life insurance premium for your employees in addition to GSI IDI, a single benefits analyst manages all the claims.

Benefit payments may be made via paper checks or electronic funds transfer.

