



Employer Portal Experience Guide



Document Overview

The Standard is excited to offer a new employer portal!

Purpose

This document provides information and resources to help use The Standard's employer portal.

Our Commitment to Continuous Improvement

The Standard is dedicated to continuous improvement. We respond to customer feedback and market trends by evaluating and improving our experiences over time. This guide will continue to be updated as new capabilities are delivered.

What's Included in this Experience Guide:

- Message from David Payne, VP of Employee Benefits
- Portal tips
- Frequently Asked Questions



Our Promise

*A Message from David Payne,
Vice President, Employee Benefits*

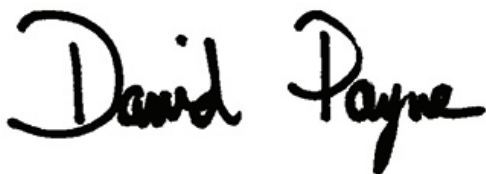
Dear Valued Partner,

Our customers are at the heart of everything we do. Based on your feedback, we know you want greater flexibility in how you engage with us, especially digitally. Our new employer portal is a straightforward, configurable and — most importantly — easy way to access your benefits information including bills, reporting and claim activity.

As your trusted benefits partner, we're striving to give you the tools you need to manage your business and care for your employees.

We are committed to ongoing enhancements and encourage you to continue sharing your feedback. We are your trusted partner who follows through and gets it right.

Sincerely,

A handwritten signature in black ink that reads "David Payne". The signature is fluid and cursive, with the first letters of "David" and "Payne" being capitalized and prominent.

David Payne | Vice President, Employee Benefits

The Standard

Phone 971.321.7996

www.standard.com



General Portal Tips

Get an overview fast and navigate to what you need simply.

The screenshot displays the 'The Standard' portal interface. On the left is a dark blue sidebar with navigation links: Home, Billing, Claims & Leaves, Employees, Forms, Contracts & Policies, Reports (with a dropdown arrow), Search, and Account (with an up arrow). Below these are links for My Information, Change Password, Login Activity, Manage Users, Return To My Home, Group Contacts, and Preferences. At the bottom of the sidebar is a 'Need Help?' section with contact information and a 'Submit a Question' link.

The main content area has a yellow header with the text 'Good afternoon' and a search bar labeled 'Search by Employee or Claim Number (Case Sensitive)' with a 'Log Out' button. Below the header, there's a 'Start a New Claim or Leave' section with a 'Get Started' button. To the right is an illustration of two people reviewing a document.

Below this are four quick-action cards: 'New Leave Requests' (4), 'Leave Updates' (1), 'Pending Leaves' (8), and 'Return To Work' (8). Each card has an icon and a right arrow.

The 'Employee Leave Snapshot' section features a donut chart showing 'Total Active Leaves' as 14. The chart is divided into three segments: Continuous (orange), Intermittent (green), and Reduced Schedule (blue). A legend at the top indicates these categories.

The 'To Dos (1)' section lists a task for 'RODRIGUEZ, AARON - Return to work confirmation is needed' with a 'Confirm Return Date' button and a 'View To Dos' button at the bottom.

The 'Claims Summary Snapshot' section shows a bar chart with four bars: FMLA (red, height 6), STD (blue, height 4), LTD (grey, height 0), and Life (grey, height 0). A note at the bottom states: 'Note: Selecting a column allows you to drill down and filter out specific information. All data shown is as of 02/19/2025.'

The 'Billing Summary' section shows 'Bill(s) Due' as 9 with a 'View Bills' button.

The 'Favorite Reports' section displays a message: 'You currently have no favorite reports saved. Reports can be saved as favorite and will appear here.'

The 'Helpful Links' section lists three links: 'Health Maintenance Screening Upload', 'About The Standard' (with an external link icon), and 'Workplace Possibilities' (with an external link icon).

At the bottom of the page, there is a small disclaimer: 'The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products in New York are offered by, and the sole responsibility of, The Standard Life Insurance Company of New York of White Plains, New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.' Below this is the copyright notice '© 2025 StanCorp Financial Group, Inc.' and a 'Privacy & Legal' link.

The account button is available on the top right.

- View your information
- Change your password
- Add or remove users if your access allows it
- View portal activity
- Confirm your contact information
- Log out of the portal


Using Helpful Links will open new tabs to access information like documents and forms.

Call or email us with questions.



Reporting Tips

Consolidated reporting saves time and effort. Edit columns on any report to add data. View results by scrolling left to right or download reports to Excel or .CSV.



Home

Billing

Claims & Leaves

Employees

Forms

Contracts & Policies

Reports

Absence

Billing

Claims

Evidence

Favorites

Search

Account

Need Help?

Give us a call at (800) 759-8702

Submit a Question

Search by Employee or Claim Number (Case Sensitive) Log Out

Back to Claims Reports

Disability Claim Status

Updated as of last business day

Schedule ReportFavorite ReportDownload

Search by Claimant Name or Number

Date Range

Apply Filters

Edit Columns

Search

11/21/2024 - 02/19/2025

Claim Number	Product	Claimant Full Name	Claim Status	Claim Type	Approved
00AA123456	STD	Employee Name	Active	Short Term Disability	3/12/202
00AA123456	STD	Employee Name	Active	Short Term Disability	3/17/202
00AA123456	STD	Employee Name	Active	Short Term Disability	3/9/2025
00AA123456	STD	Employee Name	Denied	Short Term Disability	2/18/202
00AA123456	STD	Employee Name	Not Complete	Short Term Disability	

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- Reporting features available:
- Edit and Filter data elements
 - Favorite your customized report views
 - Select a Date Range
 - Save Settings for next time
 - Download or Print



Reporting Tips

Use the table below to reference data elements available by product and reporting type*.

	STD & LTD Claim Status	Life Claim Status	STD Claim Payment Detail	LTD Claim Payment Detail	Life Claim Payment Detail	Life Waiver Claim Detail
Report Description	View submitted claims that are pending or recently processed including expected return to work dates.	View submitted claims that are pending or recently processed.	View approved claim details including dates and amounts for claimants.	View approved claim details including dates and amounts for claimants	View approved claim details including decision date, amounts, and recipient(s).	View submitted claims that are pending and/or processed.
Report Columns	Claim Number Claimant Full Name Claim Status Status Reason Policy Number Claimant DOB SSN Admin Unit Employee ID Incurred Date Benefits Start Date Approved Through Date Anticipated Recovery Date	Claim Number Claimant Full Name Claim Status Status Reason Policy Number Claimant DOB SSN Admin Unit Employee Full Name Employee ID Claim Type Product	Claim Number Claimant Full Name Claim Status Claim Payment Amount Policy Number Claimant DOB SSN Admin Unit Employee ID Date of Disability Benefits Start Date Date Paid Payment From Date Payment To Date Approved Through Date Benefits Paid to Date Product Gross Benefit FICA Amount Taxable Overpayment Balance Overpayment Adjustment Medicare Tax Duration Weekly Salary	Claim Number Claimant Full Name Claim Status Claim Payment Amount Policy Number Claimant DOB SSN Admin Unit Employee ID Status Reason Date of Disability Benefits Start Date Claim Start Date Claim End Date Claim Paid Date Hire Date Approval Date Work Related Monthly Salary Maximum Monthly Benefit Net Monthly Benefit Offsets 4800/4850 Time Loss Benefit	Claim Number Claimant Full Name Claim Status Claim Payment Amount Policy Number Claimant DOB SSN Admin Unit Employee Full Name Employee ID Claim Type Incurred Date Date Paid Last Date Paid Product Amount in Review	Claim Number Claimant Full Name Claim Status Amount Policy Number Claimant DOB SSN Admin Unit Employee ID Claim Type Incurred Date Product Received Date Date of Approval Closed Date Reason for Closure

*Reporting features available are based on user permissions.



Billing Tips

Self-Administered billing is straightforward and repeatable. Follow our four steps to view, complete and pay your bill with The Standard.

1 To start paying a bill, select the calculator icon for the oldest unpaid bill.

To pay a bill after calculating it:

- Select the dollar-sign icon -or-
- Resume calculating a bill and select the “pay now”.

To print a bill after calculating it:

- Select the print icon

2 Fill in the blanks or if nothing has changed, select “Fill With Previous Values”. Complete the required fields for all listed coverages.

3 Select Pay Now or to finish later and route back choose “Save & Exit”.


4 Select your preferred payment method to complete paying the bill. Once the payment is processed the status will be updated in the portal.

- First time online payments will require your bank routing and account numbers
- Contact your account representative for print & mail instructions



Claim Tips

Use the portal to view and complete claim action items, upload claim documents, and file Life or non-death Dismemberment claims.



Home

Billing

Claims & Leaves

Forms

Contracts & Policies

Reports

Account

Need Help?

Give us a call at (800) 801-6092

Submit a Question

Search by Claimant Name or Claim Number (Case Sens) Log Out

Claims Summary

Start a Claim

Activity Snapshot

View By

Pending Claims

STD

LTD

Life

4

3

2

1

0

Incomplete 4 Claims

In Review 1 Claims

Claims for the last year; Updated as of last business day.

To Dos (10)

Ty Smith - Employer Statement was saved as a draft

Complete Statement

Julie Smith - Employer Statement was saved as a draft

Complete Statement

View All

Claims

Search for claim number or name Apply Filters

Submitted Claims

Unassigned

My Drafts

Submitted claims include all Incomplete, In Review, and Decided claims for the last year.

Employee	Claim Number	Claimant SSN	Claim Type	Claim Status	Policy Nu
VIOLET MILLER	02AB0LTD	****-4567	LTD	IN_REVIEW	123457
DALTON JOJOLA	AC-22-000555	****-7965	ABSENCE	IN_REVIEW	Not Assig
STEPHEN BARRETT	00RROSTD	****-9012	STD	IN_REVIEW	123457
SAWYER STOKES	001ABLE	****-8698	LIFE	IN_REVIEW	123459
HAISLEY HANSON	00JH0002	****-6429	STD	IN_COMPLETE	123457

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Start a new claim using the button at the top of the page.

Route to pending action items under "Claim To Dos".

Search submitted claims to view deeper insights.

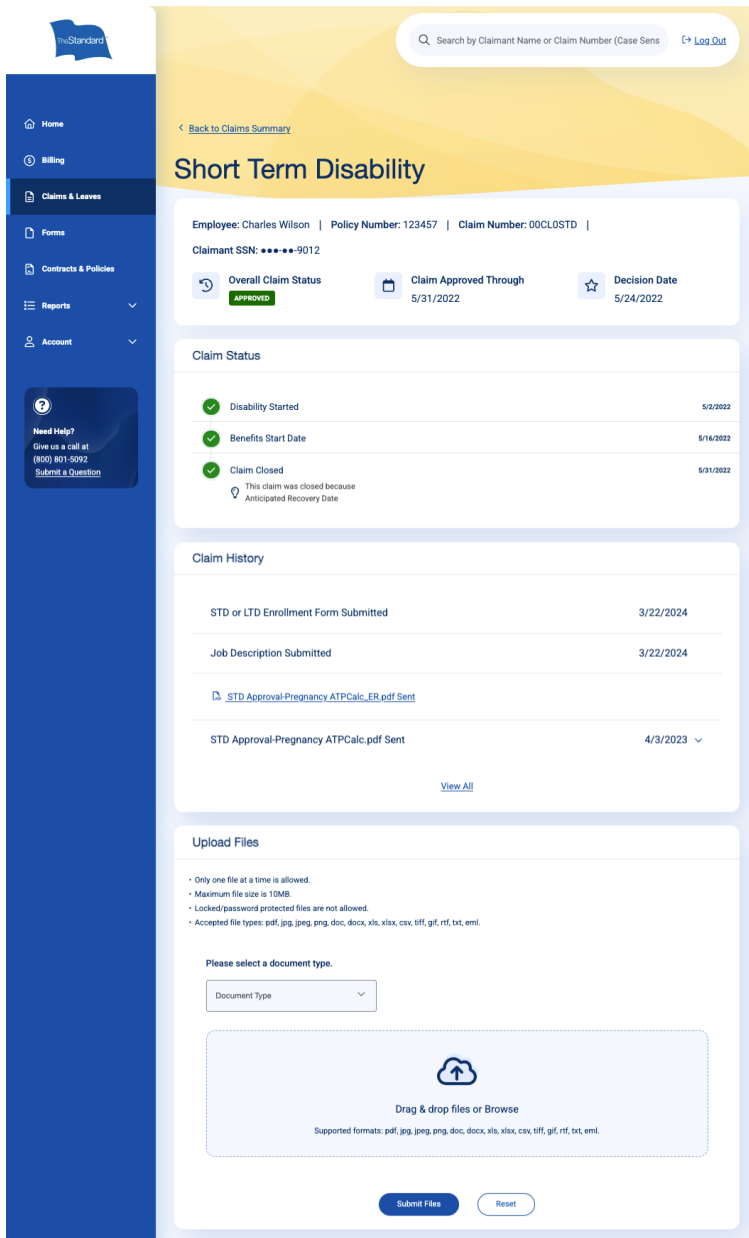
- Use the filter button to customize your view.
- Type a claimant's name or claim number to narrow your search.
- Scroll horizontally to see high-level detail or double-click a hyperlink to see a claim's specifics.

Submitted claims are viewable approximately 3 – 4 days after they are filed.



Submitted Claim Tips

After selecting a claim to view, you can see a timeline of claim activity, upload claim documents, and view related claim payment history.



The screenshot shows the 'Short Term Disability' claim page for Charles Wilson. The page includes a sidebar with navigation links (Home, Billing, Claims & Leaves, Forms, Contracts & Policies, Reports, Account) and a 'Need Help?' section. The main content area displays claim details: Employee: Charles Wilson, Policy Number: 123457, Claim Number: 00CLOSTD, Claimant SSN: ****-**-9012. It shows the 'Overall Claim Status' as 'APPROVED', 'Claim Approved Through' as 5/31/2022, and 'Decision Date' as 5/24/2022. The 'Claim Status' section lists milestones: Disability Started (5/2/2022), Benefits Start Date (5/16/2022), and Claim Closed (5/31/2022) with a note that the claim was closed because of the anticipated recovery date. The 'Claim History' section shows events like 'STD or LTD Enrollment Form Submitted' (3/22/2024), 'Job Description Submitted' (3/22/2024), and 'STD Approval-Pregnancy ATPCalc, ER.pdf Sent' (4/3/2023). The 'Upload Files' section provides instructions on file types and sizes, a dropdown for document type, a drag-and-drop area, and 'Submit Files' and 'Reset' buttons.

Search by Claimant Name or Claim Number (Case Sens) [Log Out](#)

[Back to Claims Summary](#)

Short Term Disability

Employee: Charles Wilson | Policy Number: 123457 | Claim Number: 00CLOSTD | Claimant SSN: ****-**-9012

Overall Claim Status **APPROVED** Claim Approved Through 5/31/2022 Decision Date 5/24/2022

Claim Status

✓ Disability Started	5/2/2022
✓ Benefits Start Date	5/16/2022
✓ Claim Closed	5/31/2022

This claim was closed because of the anticipated recovery date.

Claim History

STD or LTD Enrollment Form Submitted	3/22/2024
Job Description Submitted	3/22/2024
STD Approval-Pregnancy ATPCalc, ER.pdf Sent	4/3/2023

[View All](#)

Upload Files

- Only one file at a time is allowed.
- Maximum file size is 10MB.
- Locked/password protected files are not allowed.
- Accepted file types: pdf, jpg, jpeg, png, doc, docx, xls, xlsx, csv, tiff, gif, rtf, txt, eml.

Please select a document type.

Document Type

Drag & drop files or Browse

Supported formats: pdf, jpg, jpeg, png, doc, docx, xls, xlsx, csv, tiff, gif, rtf, txt, eml.

[Submit Files](#) [Reset](#)

At the top of the page, quickly see the claimant's name, claim number and approved claim dates.

Use the "Claim Status Tracker" to see the timeline of claim milestones.

Upload documents for a specific claim on this page under "Upload File Options".

While uploading files you'll be prompted to title the document to help route it accordingly.



Frequently Asked Questions

How can my employees access the employer portal?

Visit www.standard.com and click “Log In” to get started. If it’s your first time, follow the prompts to set-up an account. For existing users simply log in like normal and you’ll be directed to the new experience.

How do I save a report?

After applying your filters and preferences select “Favorite Report” to title your report and add a description if you’d like. Access favorited reports on the homepage under “Shortcuts”, the navigation pane, or near the bottom of the homepage screen.

How do I complete the Employer Statement for a disability claim?

One business day after an Employee starts a disability claim, administrators will see a “To Do” item to complete the Employer Statement.

Can I start a new claim for my employee or their dependent?

Yes. From the landing page, navigate to “Start A Claim” under Shortcuts or to the Claims page through the left navigation panel to begin.



Thank you for allowing us to be your benefits partner.

We appreciate your business!

If you have any questions, please reach out to your Sales or Service representative at The Standard.

This reference tool video includes screenshots of our portal at a certain point in time. As we continuously update our technology, these screenshots may not reflect what you currently see in the portal.

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