Contacts List



Important contact information for your Life and Disability plans

Questions about	Contact	Phone/fax/email	Address/hours of operation (M-F)
List Bill Billing, account inquiries, enrollment, member changes	List Bill Administration services	Email: AL-E&BSupport@standard.com If you are located in CT, GA, ME, NH, NY, or VA: Phone: 1-866-551-0326 Fax: 1-614-433-8302 If you are located in IN, KY, MO, OH, or WI: Phone: 1-866-551-0315 Fax: 1-614-433-8302 If you are located in CA, CO, or NV: Phone: 1-866-594-0516 Fax: 1-614-433-8302	All states: Group Administration Service Center P.O. Box 2753 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST
Self Bill Payment and account inquiries	Self Bill Administration services	Email: AL-SelfBillSupport@standard.com	Payment and account inquiries
List Bill Online premium payments	MyOnlineBill® administration team	Phone: 1-866-792-0065 Email: AL-AdminPortalSupp@standard.com	Hours: 8 a.m. to 8 p.m., EST
List Bill Compassi Online employer self-service	Compassi help desk	Phone: 1-866-792-0065 Email: <u>AL-AdminPortalSupp@standard.com</u>	Hours: 8 a.m. to 8 p.m., EST
Evidence of insurability (EOI)	EOI/Medical Evidence Underwriting team	Phone: 1-844-594-6183 Fax: 1-614-880-3529 Email: AL-MedicalUnderwriting@standard.com	Medical Evidence Underwriting P.O. Box 2753 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST
Life insurance claims	Life claims team	Phone: 1-800-552-2137 Fax: 1-877-305-3901 Email: AL-Claims@standard.com	Life Claims Service Center P.O. Box 2717 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST
Disability insurance claims	Disability claims team	Phone: 1-800-232-0113 Fax: 1-800-850-0017 Email: <u>AL-Claims@standard.com</u>	Disability Claims Service Center P.O. Box 2717 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST
Group life insurance conversion	Group Life conversion service team	Phone: 800-378-4668 Fax: 800-331-3397 Email: CBT@standard.com	Standard Insurance Company Attn: Continued Benefits 900 SW 5th Avenue Portland, OR 97204 Hours: 8 a.m. to 8 p.m., EST
Group life insurance portability	SelmanCo	Phone: 833-307-1510 Fax: 440-646-9339 Email: EnrollmentEmail@SelmanCo.com	SelmanCo Attn: The Standard ENROLLMENT PO Box 43361 Cleveland, OH 4414 Hours: 9 a.m. to 7 p.m., EST

EDI file feeds, EDI	Electronic	AL-ElectronicEnrollment@standard.com	EDI inquiries
implementation	enrollment		
	team		

‡ 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.