

VAcorp Hybrid Disability



Contact Information

You have a support team that is experienced and highly trained in client management and administering employee benefit plans.

Claims

Claims phone number Dedicated claims line for VAcorp	Phone: 844-404-2111 Email: AL-Claims@standard.com Hours: 8 a.m. – 5:30 p.m. Eastern
How to file an STD claim File short term disability claims by phone, online, by email (or provide supporting documentation), fax, or inquire about an existing claim	Phone: 844-404-2111 Online - Employee: https://app.standard.com/benefits/employee/soc/ Online - Employer: https://app.standard.com/benefits/employer/compassi Email: AL-Claims@standard.com Fax: 800-850-0017

Your Account Manager

Account Manager

Lori Donato
Lori.Donato@standard.com
541- 970-3653

Resources for employers

Email documents, claim forms, provide information, or inquire/ask a question about a claim	Email: AL-Claims@standard.com
Employers use only and only for urgent inquiries/questions about a claim that needs immediate attention	Email: AL-VACORPclaims@standard.com
Access claims reports via Compassi online employer self service portal	https://app.standard.com/benefits/employer/compassi
STD Claims Supervisor	Jenna Nussbaum jenna.nussbaum@standard.com 541-970-3470

STD Case Managers

With a few exceptions, below are the STD Case Manager contacts

STD Case Manager for group names beginning with: Es, He	Courtney Ross courtney.ross@standard.com 470-903-5839
STD Case Manager for group names beginning with: Pr, Sa-Su	Sabrina Cadely sabrina.cadely@standard.com 470-903-5783
STD Case Manager for group names beginning with: Cul, Da-En, K-No, R	Patience Ware patience.ware@standard.com 470-903-5842
STD Case Manager for group names beginning with: Ar, NR-Po, Pu, U-V	Charisse Calvert charisse.calvert@standard.com 470-284-4021
STD Case Manager for group names beginning with: Ac-Ap, Au-Cr, Cum, Da, F-Ha, Hi-I, Staf, T, W	Jasmine Birge jasmine.birge@standard.com 470-284-4596
STD Case Manager for group names beginning with: Cul	Ashley Fifield ashley.fifield@standard.com 470-284-4405
STD Case Manager for group names beginning with: Cul	Domanita Cole domanita.cole@standard.com 470-284-4038

Billing inquiries

Billing inquiries	Phone: 1-844-986-2705 Email: Billing-HybridDisability@riskprograms.com
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Leave policies/employee benefits questions

Leave policies and employee benefits contacts	Ritter Jonas Phone: 804-523-7168 Email: RJonas@onedigital.com Nancy Grasso Phone: 804-762-7076 Email: NGrasso@onedigital.com
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Summary Table of Turnaround Times

Process	Action	Timeframe
New Claim Review	Interview, eligibility template, provider contact	3 business days
Inbound Phone Calls	Return call with resolution	1 business day
Incoming Correspondence	Review, act, respond	3 business days
Initial Decision	Review all info and make decision	14 calendar days

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