

Life and Disability Plans

Frequently Asked Questions and Important Information

Overview

Anthem Life & Disability Insurance Company merged into The Standard Life Insurance Company of New York on May 1, 2025. Your group life and/or group disability policy and/or agreement are now provided by The Standard[®].

Over the next few months, the company name and logo will be updated to reflect the merger but almost everything else will stay the same — including our dedication to our customers. Your employees will still have access to the same programs and services to help secure their family's financial future.

Plan Administration

How will the merger affect the group policy and certificates or agreement?

- **Your current policy and certificates continue in force and are still valid:** We will not issue new policies and certificates with The Standard name and logo. The terms and conditions of your policy and certificates or agreement are not changing due to the merger. The Standard will assume all liabilities and obligations of Anthem Life & Disability Insurance Company under your policy.
- **Merger endorsement:** In the coming weeks, we will issue and mail a merger endorsement to your current policy and certificates to keep them updated and accurate. The merger endorsement will legally change all references in these documents to the new company name. Nothing else in your policy and certificates will change.

Will email and mailing addresses change?

In preparation for the merger, our email and mailing addresses changed in January 2025. Please use our [Contacts List](#) (PDF) for the updated email and mailing addresses.

How can we let employees know about the merger?

Share our [employee flier](#) (PDF) with your employees to let them know about the change to their life and/or disability plan. You can download the flier and post it on your intranet site, email it to your employees, or print and distribute it.

Are ACH Premium payments affected?

If you pay your monthly bill by ACH, you will need to change the account name to Standard Insurance Company. The routing number and account number will not change, only the account name will change.

How can I find applications and forms?

You will access **standard.com** for your life and disability plan administration, claims, and forms instead of [anthemlife.com](https://www.anthemlife.com). You will need to register for an account the first time you log on to **standard.com** if you haven't already done so.

- At **standard.com**, select **Log In**.
- Scroll down to **Create an account** and register.
- After registering and logging in, link the **Former Anthem Life Forms** app to your account.
- You can now access **Former Anthem Life Forms** to find and download the forms you need to administer your plan.

Also see the [Creating an Online Account flier](#) (PDF) for step-by-step instructions on how to create and use an account at **standard.com**.

Online Portals

Will Compassi online employer self-service change?

Compassi Online Employer Self Service functionality will not change.

- The company name references in Compassi will be updated to reflect the merger.
- In January, we sent registered Compassi users an email to access the new portal URL. That email came from **no_reply@standard.com** and contained a link to reset your password.
 - If you have not clicked the link in that email and reset your Compassi password, and you want to continue to use Compassi, please click that link now.
 - The link will take you to a screen that says **Please request a new link**. Chose **Try again** on that screen.
 - We will send you a new email with a link to sign into Compassi to reset your password. If you have any questions, contact us at AL-AdminPortalSupp@standard.com or 866.792.0065.
- If you do not currently use Compassi and want to register for access, contact us at AL-AdminPortalSupp@standard.com or 866.792.0065.

Will Online Claims Submission change?

The **Online Claims Submission** functionality will not change

- The company name references in Online Claims Submission will be updated to reflect the merger.
- The URL is app.standard.com/benefits/employee/soc/
- This URL launched on Jan. 21, 2025. If you have not visited Online Claims Submission since then, please be sure to visit the site and bookmark this URL
- This site is not used for NY DBL PFL, and FMLA claims. Continue to use your current claims process for NY DBL PFL, and FMLA claims.

Claims

Will claims contacts change?

- The same claims teams will continue to service your life and/or disability plan.
- Email addresses and mailing addresses were updated in January 2025 and are not changing now. See our [Contacts List](#) (PDF) for email and mailing addresses to use to contact us.
- You can access updated forms for your life and disability plan administration and claims at **standard.com**. See the information in the Plan Administration section for information on logging on for the first time.

The **Online Claims Submission** functionality will not change. The company name references in Online Claims Submission will be updated to reflect the merger. See the information about Online Claims Submission in the Online Portals section above for more details.

Will claims checks and Explanation of Benefits change?

- Claims checks and Explanation of Benefits, or EOBs, will be updated to The Standard name and logo in the coming months. All information you need will still be included in EOBs.
- Claims payment and timelines will not be affected.
- You and your employees don't need to resubmit any claims. All open claims will move to The Standard.

Resource Advisor

How will the Resource Advisor employee assistance program change?

Beginning April 1, 2025, services for the Resource Advisor employee assistance program (EAP) that's included in your plan are provided by our partner Carelon. Carelon is a leader in the EAP field with decades of experience serving more than 47 million people.

- Resource Advisor includes the same great services your employees use today except for the Perks at Work discount program. Perks at Work was discontinued on April 1, 2025.
- The Resource Advisor phone number remains the same: **888.209.7840**
- The Resource Advisor website moved to a new URL: **Carelonwellbeing.com/resourceadvisor**
- You can find more information at **Carelonwellbeing.com/resourceadvisor**
- Please download the new [Resource Advisor flier](#) (PDF) and share it with your employees so they can access the support they may need.

What will *not* change?

Plan design will not change

Your plan design and benefits will not change due to the merger. There will be no interruption in benefits as a result of this merger.

Your enrollment, billing, and claims teams will not change

The same claims and service teams will continue to support you.

Electronic Data Interchange (EDI) file feeds will not change

There are no changes to the EDI file feed process.

Reporting will not change

There are no changes to the reporting process. The company name and logo in reports will be updated to reflect the merger.

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Life and Disability products are underwritten by Anthem Life Insurance Company. In Georgia, Life and Disability products are underwritten by Greater Georgia Life Insurance Company using the trade name Anthem Life. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

‡ 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 445 Hamilton Avenue, 11th floor, 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.