



Frequently Asked Questions About The Workplace Possibilities Program

The following questions and answers will provide information about the Workplace Possibilities Program through Standard Insurance Company (The Standard), your disability insurer. The information outlined below will explain the program, which can be provided to covered employees¹ who have a medical condition that could lead to a disability and to those who have filed a disability claim.

What is the Workplace Possibilities Program?

The program provides a Workplace Possibilities Consultant, a professional case manager who has an expertise in return to and stay at work and is affiliated with The Standard, to help covered employees that are out on disability return to work or provide assistance to an employee that is having difficulties at work because of a medical condition and is currently treating with a doctor but has not yet filed a disability claim. The key objectives of the program are to:

- Remove barriers to employees' comfort, safety and ability to perform their job effectively;
- Assess work stations and implement accommodations to ensure employees perform their jobs productively and safely;
- Assist member employees in safely and productively resuming job duties after a disability; and
- Promote open communication among all parties, including the employee, supervisor, human resources, medical providers and others.

Common Questions asked by Employees

If I Am On A Disability Leave And Need Assistance With Return To Work, Who Do I Contact?

Disability claims are reviewed at time of claim approval for referral into the Program. If your case was referred the consultant would typically reach out to you shortly after claim approval or ~ 30-60 days prior to your expected release date. If you have not been contacted and you would like to request assistance, you can contact your Human Resource (HR) Department or your claim representative at The Standard.

¹ A covered employee means the employee has LTD insurance with The Standard., and the policy includes the Reasonable Accommodation Expense provision.

Do I Have To Participate If I Am Off Work On A Disability Leave?

While we encourage your participation, this service is voluntary.

How Do I Obtain Stay-At-Work Assistance?

You can review your situation with your HR department and they will provide the Stay-at-Work application and Authorization to Obtain and Release Information.

What Will Be Required For Stay-At-Work Assistance?

Medical records that include reference to the specific condition (or diagnosis/diagnoses), objective findings and treatment, and associated limitations and restrictions that impact productivity and contact information for the medical provider(s) who has treated member for this condition within the last year. Member will need to sign an Authorization to Obtain and Release Information form so that we can contact the medical provider(s) if clarification, additional documentation or approval of recommendations is needed.

Does My Employer Need To Know That I Have Applied For Stay-At-Work?

Yes, HR or Risk Management at your work site will be notified with ongoing communication about accommodations. We will not release any confidential or personal health information (PHI) to your employer, but we will review limitations and restrictions along with supported accommodations with HR, Risk Management and your supervisor if so directed.

If I Apply For Stay-at-Work Is This Considered A Disability Claim?

This is not considered a disability claim, but a reasonable accommodation expense claim.

If Equipment Is Purchased Will It Be Mine To Keep Or To Take To Another Employer?

The Standard does not own or maintain the equipment provided through the Reasonable Accommodation Expense provision. However, medical devices and aids such as prosthetic devices, hearing aids, wheelchairs, and dentures (“Exempted Aids and Devices”) are the members’ property. The Standard will not approve duplicative Reasonable Accommodation Expense benefit claims for the same person.

My Peer At Work Has Received A Sit-Stand Work Station, But I Was Only Offered A Chair. Why?

Every case is reviewed individually for support of accommodations through this program. We do not release PHI and will not review other employees’ cases with you.