

Reporting Absences and Filing For Short Term Disability Benefits

It feels good to be prepared. That's why we've developed the following guide to help you report an absence with Standard Insurance Company. Please use the steps outlined below should you become disabled or need to file for a leave of absence from work. These steps will enable you to access our in-house Absence Management Service Center (AMSC), online or via telephone.

When Should I Report An Absence?

Contact The Standard if you are absent from work, or know you will be absent from work, for more than 3 calendar days or you need time off intermittently due to the following:

- Your own serious health condition (including pregnancy)
- To care for your newborn child
- The placement of your adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military exigency, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military
- For qualifying Uniformed Services Employment and Reemployment Rights Act (USERRA) leaves

For all other absences, please follow the normal George Washington University absence reporting procedures and notify your department head or manager.

How Do I Notify The Standard About An Absence?

- Call the AMSC at 855.554.2918; or
- Report it online:
 - Go to www.standard.com and choose **Report an Absence**
 - On the next page, select **Log in to Report an Absence**; a new window will open to begin the process
 - You will be asked to provide the following information:
Company ID: The George Washington University
Username: This is your **last name + month (numeric) + day of birth (e.g. Smith1120)**
Password: If this is your first time reporting an absence, you will enter the word "password" as your password. You will then be prompted to choose a personal password.

What Are The Absence Management Service Center Operation Hours?

The AMSC is available Monday through Friday, between 7 a.m. – 8 p.m. Eastern Standard Time.

When I Call To Report My Absence, What Questions Will I Be Asked?

You will be asked to provide the following information — in addition to other questions about your absence:

- Employer Name: The George Washington University
- Group Policy Number: 649391¹
- Employee ID number or Social Security number
- Last day you were at work
- Reason leave is requested
- Physician's contact information (name, address, phone and fax number)

Who Is Responsible For Notifying George Washington University Of My Absence?

It is your responsibility to follow the normal George Washington University absence reporting procedures and notify your department head or manager of your absence.

Will I Receive Any Notification After I Initiate A Leave Or Claim?

After initiating a request for time off under Family Medical Leave and/or claim for Short Term Disability (STD), The Standard will send you a letter confirming receipt of your leave request. If you are filing for an STD claim, The Standard will fax an Attending Physician's Statement² to your physician to complete; an Authorization to Obtain Information will be mailed to you to sign and return. If you called to request a leave but did not initiate an STD claim, you will receive a Certification of Health Care Provider form. These forms should be returned to The Standard by the due date indicated in your letter.

Will I Need To Provide The Standard With My Social Security Number (SSN) On Any Forms?

No, you do not need to provide your SSN even if the form has a space for your SSN. Please make sure to include your full legal name and leave/claim number. If The Standard has a question about your leave or claim, a representative will contact you.

Where Do I Send The Completed Forms?

If you are required to submit paperwork, please send the completed forms to:

Standard Insurance Company
Employee Benefits Division
PO Box 3877
Portland OR 97208

Or you may fax completed forms to 866.751.5174.

How Long Does It Normally Take For An STD Claim Decision?

It will take approximately one week to make a claim decision (once your completed claim application is received). If we have not made a decision within one week, you will be notified as to why.

How Do I Report Ongoing Intermittent Absences?

Call AMSC at 855.554.2918 and state that you are calling to report an absence. Enter your leave number and date of birth and the system will ask you to provide the absence date, the scheduled or missed hours, and absence type.

Please note some leaves are not eligible for self-service. In those cases, if you request a representative's help at any time during the call, the information you have already provided is made available to our representatives so you will not have to repeat the information.

More Questions?

Call The Standard's Absence Management Service Center at 855.554.2918.

¹ The policy number is not required if you are not filing a concurrent STD Claim (i.e., Leave only).

² Within one business day of filing a claim, The Standard will fax an Attending Physician's Statement (APS) to your doctor for completion. The Standard will make up to three follow up attempts to obtain a completed APS from your doctor. Although The Standard will be following up with your doctor, we encourage you to contact your doctor and ask their assistance in completing the APS on your behalf. You will be responsible for providing any necessary authorizations to your doctor to release this information to us. For anticipatory claims, the APS and Employer Notification will be sent on your reported last day of work.