


# REQUESTING A SHORT-TERM DISABILITY (STD) CLAIM - QUICK REFERENCE


## EMPLOYEE:

Follow your departmental call out procedures during the first 7 calendar days.

If absence on day 8:

**Contact Hartford to start your STD claim**

 866-548-3101 (Phone)

 833-357-5153 (Fax)

Note: all claims must be filed within 30 days of absence

## THE HARTFORD

- Administers claim processing
- All medical information should be sent directly to Hartford
- You will be assigned a Claim Rep
- Required forms mailed to you and faxed to your Physician by Hartford
- You will receive approval/denial letters and may also receive phone calls

## RETURNING TO WORK

- Early Returns requires physician note
- If there are restrictions, you need to work with the RTW Program – Mary Ann Rall, Phone (585) 276-5136, Fax (585) 235-6703 prior to returning

## EMPLOYEE NEXT STEPS:

- Alert your department that you have called in an STD claim
- For timely processing, authorization to release information to Hartford, and a completed physician statement required

Note: out of office notes are not sufficient

## SHORT-TERM DISABILITY BENEFITS

[www.rochester.edu/policies/policy/short-term-disability/](http://www.rochester.edu/policies/policy/short-term-disability/)

- 26 week maximum for STD per look back period of 52 weeks
- Benefit Eligibility, 4 weeks of service
- Benefit Pay based on position and length of service. See policy using link above

Note: combined maximum benefit of 26 weeks per 52 week look back for STD and PFL

## DISABILITY PAYMENTS

- Disability Payments are made by the University
- Initially grace paid while awaiting claim approval
- Disability is paid based on claim approval dates and paid on your regular pay cycles

**Part Time – Check your STD benefit**

## STD LEAVE ADMINISTRATION

- (585) 275-6315-Payroll Grp MTH, SMO
- (585) 276-5134-Payroll Grp UNION, TAR
- (585) 273-5238-Payroll Grp BWH