

## The Standard Benefit Administrators

800.426.4332 Tel 800.378.8361 Fax  
PO Box 5031 White Plains NY 10602

# Virginia Association of Counties Group Self Insurance Risk Pool Disability Insurance Claim Packet Instructions

---

### Your Disability Benefit Claim

We realize that being disabled is difficult. Even though you are unable to work, your financial obligations do not go away. To help you through these difficult times your employer has provided you with a fully self-funded Short Term Disability (STD) plan and a fully insured Long Term Disability (LTD) policy. Your employer is ultimately responsible for payment or non-payment of claims under the self-funded STD plan. Standard Insurance Company is ultimately responsible for payment or non-payment of claims under the insured LTD policy. The Standard Benefit Administrators on behalf of Standard Insurance Company is the administrative consultant with respect to the claims filed under the self-funded STD plan and is the claims administrator for the insured LTD policy. If you have questions about your claim's management, please contact The Standard Benefit Administrators.

This packet contains the forms necessary to apply for disability benefits. It also addresses common questions about Disability claims. **Please save this material for your future reference.** For specific information about your Disability insurance coverage, refer to your group insurance certificate. The certificates are the ultimate authority for Disability claim decisions. If you need other information, please contact your employer's benefit administrator or call our customer service line at (800) 426-4332.

### How To Apply For Benefits

The Disability benefits application includes claim forms and an Authorization.

1. Your employer should complete the Employer's Statement on (page 2), and mail or fax it to The Standard Benefit Administrators, before giving the claim packet to you.
2. Complete and sign your part of the claim form (on page 4), and then have your treating physician complete their part of the claim form (the Attending Physician's Statement, also on page 4). If more than one physician is treating you for your disabling condition, each should complete a form. Additional forms are available from your employer's benefits administrator. Your physician may return the completed form to you for you to send to us with the other completed forms, or your physician may mail or fax the completed form to us directly, using the contact information at the top of the form.
3. Read the Claim Form Fraud Notice (on page 5), then provide it to your treating physician with the Attending Physician's Statement.
4. Sign and date the Authorization (on page 6), and send it, along with the completed forms, to The Standard Benefit Administrators at the above address. The Standard Benefit Administrators is acting as the claims administrator on behalf of Standard Insurance Company. This authorization allows us to request further information about your claim, if necessary.

Once we receive your completed claim application, it will take approximately one week to make a claim decision. If we have not reached a decision within one week, you will be notified with the details.

### Other Benefits That May Reduce Your Disability Benefits

Other benefits you receive, or may be eligible to receive, may reduce the amount of Disability benefits due you. Your coverage or group insurance certificate list these benefits, which may include, but are not limited to, sick leave, Workers' Compensation, State Disability, Social Security and Retirement.

To avoid a possible overpayment on your claim, which would need to be repaid to The Standard Benefit Administrators, please inform The Standard Benefit Administrators if you receive other benefits.

### When You Return To Work

Your disability benefits usually stop when you return to work. **Be sure that you notify The Standard Benefit Administrators immediately when you plan to return, or have returned to work** to assure no overpayment occurs.

**The Standard Benefit Administrators**

800.426.4332 Tel 800.378.8361 Fax  
 PO Box 5031 White Plains NY 10602

**Virginia Association of Counties  
 Group Self Insurance Risk Pool**

**Disability Insurance  
 Employer Statement**

**TO BE COMPLETED BY EMPLOYER**

Employee's Full Name:		Social Security No.:	Job Title: <i>(Please attach a copy of the job description.)</i>	1. Date Employed:
Employee's Home Address:		State:	Zip Code:	
Employee's Email Address:				
Work Location:	Address:		State:	Zip Code:
2. Is the employee participating in the Virginia hybrid retirement program? <input type="checkbox"/> Yes <input type="checkbox"/> No When did the employee begin their participation in the Virginia retirement program? _____		3. Is disability work related? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Undetermined		
		4. Has the employee filed for: Workers' Compensation: <input type="checkbox"/> Yes <input type="checkbox"/> No State Disability: <input type="checkbox"/> Yes <input type="checkbox"/> No Other: _____ <input type="checkbox"/> Yes <input type="checkbox"/> No Weekly Amount: _____		
5. Employee's earnings: \$ _____ <i>(Check one)</i> <input type="checkbox"/> hourly <input type="checkbox"/> weekly <input type="checkbox"/> monthly <input type="checkbox"/> annual <input type="checkbox"/> commission <input type="checkbox"/> other <input type="checkbox"/> shift differential <input type="checkbox"/> bonuses Date of last increase: _____ Earnings prior to increase: \$ _____			6. Last active date at work:	
			7. Job status when disability began: <input type="checkbox"/> Full-time ( ____ hours/week) <input type="checkbox"/> Part-time ( ____ hours/week)	
8. Date employee returned to work:		9. Last date through which sick leave benefits were paid by employer:		
10. Last date through which any compensation was paid by employer:		What type(s) of compensation was paid on this date?		
11. Is employee subject to: Social Security taxes? <input type="checkbox"/> Yes <input type="checkbox"/> No Medicare taxes? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Employer:	VACORP Member Number:	Phone No.:	Policy No.: <b>649393</b>	
Mailing Address:		City:	State:	Zip Code:
Employer's Email Address:				
Name of Employer representative completing this form:				
<b>Acknowledgement</b> – I certify that the answers I have made to the above questions are complete and true to the best of my knowledge and belief. I acknowledge that I have read the fraud notice on page 3 of this form.				
<b>Signature:</b>			<b>Date:</b>	

Some states require us to provide the following information to you:

**ALABAMA, MARYLAND AND RHODE ISLAND RESIDENTS**

Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

**CALIFORNIA RESIDENTS**

For your protection, California law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

**COLORADO RESIDENTS**

It is unlawful to knowingly provide false, incomplete or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to the policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies.

**DISTRICT OF COLUMBIA RESIDENTS**

**WARNING:** It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits, if false information materially related to a claim was provided by the applicant.

**FLORIDA RESIDENTS**

Any person who knowingly and with intent to injure, defraud or deceive an insurance company, files a statement of claim or an application containing false, incomplete or misleading information is guilty of a felony of the third degree

**NEW JERSEY RESIDENTS**

Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

**NEW YORK RESIDENTS**

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim, containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

**PENNSYLVANIA RESIDENTS**

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

**ALL OTHER RESIDENTS**

Some states require us to inform you that any person who knowingly and with intent to injure, defraud or deceive an insurance company, or other person, files a statement containing false or misleading information concerning any fact material hereto commits a fraudulent insurance act which is subject to civil and/or criminal penalties, depending upon the state. Such actions may be deemed a felony and substantial fines may be imposed.

**The Standard Benefit Administrators**

800.426.4332 Tel 800.378.8361 Fax  
PO Box 5031 White Plains NY 10602

**Virginia Association of Counties  
Group Self Insurance Risk Pool  
Disability Insurance  
Employee/Attending Physician's Statement**

**TO BE COMPLETED BY EMPLOYEE** *The patient is responsible for completing this form at their own expense. Please complete this form and mail it to The Standard Benefit Administrators at the address listed above.*

Full Name:		Employer/Company Name:		Group Policy No.: <b>649393</b>	
Social Security No.:		Phone No.: (     )	Birthdate:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Birthdate of Youngest Child:
Address:			City:	State:	Zip Code:
1. Is your disability work related? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, have you filed a Workers' Compensation claim? <input type="checkbox"/> Yes <input type="checkbox"/> No			
2. Last date at work before disability: _____			Date you returned or expect to return to work: _____		
3. Cause of disability: <input type="checkbox"/> Accident <input type="checkbox"/> Illness <input type="checkbox"/> Pregnancy		If accident or illness, please explain (include date and location, if applicable):			
4. Please describe all work activity, including self-employment, since the start of your disability. If none, initial here: _____					
<b>Acknowledgement</b> – I certify that the answers I have made to the above questions are complete and true to the best of my knowledge and belief. I acknowledge that I have read the fraud notice on page 5 of this form and will provide it to the physician completing the Attending Physician's Statement.					
<b>Signature:</b>			<b>Date:</b>		

**TO BE COMPLETED BY THE ATTENDING PHYSICIAN**

*The following information is needed to document the patient's inability to work. The patient is responsible for obtaining a complete form without expense to The Standard Benefit Administrators. Please complete this form and mail or fax it to The Standard Benefit Administrators using the contact information listed above.*

<b>1. Diagnosis</b>		A. Diagnosis:		ICDA Classification:	
B. Symptoms:			Height:	Weight:	B/P:
<b>2. Pregnancy</b> (if applicable)		A. Expected date of delivery:	B. Actual date of delivery:	<input type="checkbox"/> Vaginal <input type="checkbox"/> C-section	
<b>3. History and Treatment</b>		A. Date you recommended the patient stop work:		B. When did symptoms appear or accident happen?	
C. Has the patient ever had the same or similar condition? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, when?					
D. Is this condition related to the patient's employment? <input type="checkbox"/> Yes <input type="checkbox"/> No			E. Did you complete a Workers' Compensation claim form? <input type="checkbox"/> Yes <input type="checkbox"/> No		
F. Date of first visit for this condition:		G. Frequency of subsequent visits: <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other _____		H. Date of most recent visit:	
I. Describe planned course and duration of treatment:					
J. Hospitalization? <input type="checkbox"/> Yes <input type="checkbox"/> No	K. Date admitted:	Date discharged:	L. Surgery? <input type="checkbox"/> Yes <input type="checkbox"/> No	M. Date Surgery completed/scheduled:	
N. Reason/Surgery Type:			O. Surgery/Post-Surgery Complications? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe:		
<b>4. Level of Functional Impairment</b> (Please attach recent chart notes/pertinent records.)					
A. Describe patient's physical and/or mental limitations and restrictions (functional capacity).					
B. Factors delaying recovery (If applicable):					
C. How long do you expect these limitations and restrictions to impair your patient? <input type="checkbox"/> Date: _____ <input type="checkbox"/> Unable to determine, follow up in: _____ weeks <input type="checkbox"/> Permanently					
<b>5. Physician Information</b> (Please type or print.)					
Name of physician completing this form:			Specialty:		Phone No.: (     )
Address:		City:	State:	Zip Code:	Fax No.: (     )
<b>Acknowledgement</b> – I certify that the answers I have made to the above questions are complete and true to the best of my knowledge and belief. I acknowledge that I have read the fraud notice on page 5 of this form.					
<b>Signature:</b>			<b>Date:</b>		

Send to The Standard Benefit Administrators at the address listed above.

Some states require us to provide the following information to you:

**ALABAMA, MARYLAND AND RHODE ISLAND RESIDENTS**

Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

**CALIFORNIA RESIDENTS**

For your protection, California law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

**COLORADO RESIDENTS**

It is unlawful to knowingly provide false, incomplete or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to the policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies.

**DISTRICT OF COLUMBIA RESIDENTS**

**WARNING:** It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits, if false information materially related to a claim was provided by the applicant.

**FLORIDA RESIDENTS**

Any person who knowingly and with intent to injure, defraud or deceive an insurance company, files a statement of claim or an application containing false, incomplete or misleading information is guilty of a felony of the third degree

**NEW JERSEY RESIDENTS**

Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

**NEW YORK RESIDENTS**

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim, containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

**PENNSYLVANIA RESIDENTS**

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

**ALL OTHER RESIDENTS**

Some states require us to inform you that any person who knowingly and with intent to injure, defraud or deceive an insurance company, or other person, files a statement containing false or misleading information concerning any fact material hereto commits a fraudulent insurance act which is subject to civil and/or criminal penalties, depending upon the state. Such actions may be deemed a felony and substantial fines may be imposed.

## Authorization to Obtain and Release Information

**I AUTHORIZE THESE PERSONS** having any records or knowledge of me or my health:

- Any physician, medical practitioner or health care provider.
- Any hospital, clinic, pharmacy or other medical or medically related facility or association.
- Kaiser Permanente.
- Any insurance company or annuity company.
- Any employer, policyholder or plan sponsor.
- Any organization or entity administering a benefit or leave program (including statutory benefits) or an annuity program.
- Any educational, vocational or rehabilitation counselor, organization or program.
- Any consumer reporting agency, financial institution, accountant, or tax preparer.
- Any government agency (*for example, Social Security Administration, Public Retirement System, Railroad Retirement Board, Workers' Compensation Board, etc.*).

**TO GIVE THIS INFORMATION:**

- Charts, notes, x-rays, operative reports, lab and medication records and all other medical information about me, including medical history, diagnosis, testing and test results. Prognosis and treatment of any physical or mental condition, including:
  - Any disorder of the immune system, including HIV, Acquired Immune Deficiency Syndrome (AIDS) or other related syndromes or complexes.
  - Any communicable disease or disorder.
  - Any psychiatric or psychological condition, including test results, but excluding psychotherapy notes. Psychotherapy notes do not include a summary of diagnosis, functional status, the treatment plan, symptoms, prognosis and progress to date.
  - Any condition, treatment, or therapy related to substance abuse, including alcohol and drugs.

**and:**

- Any non-medical information requested about me, including such things as education, employment history, earnings or finances, return to work accommodation discussions or evaluations and eligibility for other benefits or leave periods including but not limited to claims status, benefit amount, payments, settlement terms, effective and termination dates, plan or program contributions, etc.

**TO STANDARD INSURANCE COMPANY (Standard Insurance Company includes THE STANDARD BENEFIT ADMINISTRATORS) for my claim(s) under my Employer's self-funded Disability Plan(s) AND TO STANDARD INSURANCE COMPANY (Standard Insurance Company includes THE STANDARD BENEFIT ADMINISTRATORS), THE STANDARD LIFE INSURANCE COMPANY OF NEW YORK, AND THEIR AUTHORIZED REPRESENTATIVES, as applicable to my insured Disability (including state statutory benefit) claim(s) (all hereinafter referred to as "The Companies", individually and collectively), AND MY EMPLOYER'S ABSENCE MANAGEMENT PROGRAM ADMINISTRATOR ("Absence Manager").**

- I acknowledge that any agreements I have made to restrict my protected health information do not apply to this authorization and I instruct the persons and organizations identified above to release and disclose my entire medical record without restriction.
- I understand that each of The Companies and Absence Manager will gather my information only if they are administering, recommending or deciding my disability or leave of absence claim(s), and will use the information to evaluate my eligibility or entitlement for benefits or leave of absence.
- I understand that I have the right to refuse to sign this authorization and a right to revoke this authorization at any time by sending a written statement to The Companies and Absence Manager, except to the extent the authorization has been relied upon to disclose requested records. A revocation of the authorization, or the failure to sign the authorization, may impair The Companies and Absence Manager's ability to evaluate or process my claim(s), and may be a basis for denying or closing my claim(s) for benefits or leave of absence.
- I understand that in the course of conducting its business The Companies and Absence Manager may disclose to other parties information about me. They may release information to a reinsurer, a plan administrator, or any person performing business or legal services for them in connection with my claim(s). I understand that The Companies and Absence Manager will release information to my employer necessary for absence management, for return to work and accommodation discussions, and when performing claim evaluation or administration of my employer's self-funded (and not insured) disability plans.
- I understand that The Companies and Absence Manager comply with applicable state and federal laws and regulations enacted to protect my privacy. I also understand that the information disclosed to them pursuant to this authorization may be subject to redisclosure with my authorization or as otherwise permitted or required by law. Information retained and disclosed by The Companies and Absence Manager may not be protected under the Health Insurance Portability and Accountability Act (HIPAA).
- I understand and agree that this authorization as used to gather information shall remain in force, as applicable to me, from the date signed below:
  - For Standard Insurance Company, the duration of my claim(s) or 24 months, whichever occurs first.
  - For The Standard Life Insurance Company of New York, the duration of my claim(s) or 24 months, whichever occurs first.
  - For Absence Manager, 24 months.
- I understand and agree that The Companies and Absence Manager may share information with each other regarding my disability and leave of absence claim(s). This authorization to share information shall remain valid for 12 months from the date signed below.
- I acknowledge that I have read this authorization and the New Mexico notice on page 7. A photocopy or facsimile of this authorization is as valid as the original and will be provided to me upon request.

Name (please print) \_\_\_\_\_

Signature of Claimant/Representative \_\_\_\_\_ Date \_\_\_\_\_

If signature is provided by legal representative (e.g., Attorney in Fact, guardian or conservator), please attach documentation of legal status.

## **Authorization to Obtain and Release Information**

---

Standard Insurance Company is a licensed insurance company in all states except New York. The Standard Life Insurance Company of New York is an insurance company licensed only in New York. An absence manager may be hired by your employer and may be one of The Companies.

### **FOR RESIDENTS OF NEW MEXICO**

The state of New Mexico requires Standard Insurance Company to provide you with the following information pursuant to its Domestic Abuse Insurance Protection Act.

The Authorization form allows Standard Insurance Company to obtain personal information as it determines your eligibility for insurance benefits. The information obtained from you and from other sources may include confidential abuse information. "Confidential abuse information" means information about acts of domestic abuse or abuse status, the work or home address or telephone number of a victim of domestic abuse or the status of an applicant or insured as a family member, employer or associate of a victim of domestic abuse or a person with whom an applicant or insured is known to have a direct, close personal, family or abuse-related counseling relationship. With respect to confidential abuse information, you may revoke this authorization in writing, effective ten days after receipt by Standard Insurance Company, understanding that doing so may result in a claim being denied or may adversely affect a pending insurance action.

Standard Insurance Company is prohibited by law from using abuse status as a basis for denying, refusing to issue, renew or reissue or canceling or otherwise terminating a policy, restricting or excluding coverage or benefits of a policy or charging a higher premium for a policy.

Upon written request you have the right to review your confidential abuse information obtained by Standard Insurance Company. Within 30 business days of receiving the request, Standard Insurance Company will mail you a copy of the information pertaining to you. After you have reviewed the information, you may request that we correct, amend or delete any confidential abuse information which you believe is incorrect. Standard Insurance Company will carefully review your request and make changes when justified. If you would like more information about this right or our information practices, a full notice can be obtained by writing to us.

If you wish to be a protected person (a victim of domestic abuse who has notified Standard Insurance Company that you are or have been a victim of domestic abuse) and participate in Standard Insurance Company's location information confidentiality program, your request should be sent to Standard Insurance Company.