

VAcorp Hybrid Disability



Contact Information

You have a support team that is experienced and highly trained in client management and administering employee benefit plans.

Claims

Claims phone number Dedicated claims line for VAcorp	Phone: 844-404-2111 Email: AL-Claims@standard.com Hours: 8 a.m. – 5:30 p.m. Eastern
How to file an STD claim File short term disability claims by phone, online, by mail or email (or provide supporting documentation), fax, or inquire about an existing claim	Phone: 844-404-2111 Online Claims Entry Site: app.standard.com/benefits/employee/soc/ Email: AL-Claims@standard.com Fax: 800-850-0017 Mailing Address: Disability Claims Service Center P.O. Box 2717 Portland, OR 97208-9830

Your Account Manager

Account Manager

Lori Donato
Lori.Donato@standard.com
541- 970-3653

Resources for employers

Email an attachment or provide information for a claim	Email: AL-Claims@standard.com
Employers use only for general claims inquiry	Email: AL-VACORPclaims@standard.com
Access claims reports via Compassi online employer self service portal	https://app.standard.com/benefits/employer/compassi
STD Claims Supervisor	Jenna Nussbaum jenna.nussbaum@standard.com 541-970-3470

STD Case Managers

With a few exceptions, below are the STD Case Manager contacts

STD Case Manager for group names beginning with: A-D, Es, He, K, T	Jasmine Reid jasmine.reid@standard.com 844-404-2111 ext. 4543
STD Case Manager for group names beginning with: F, G, Ha, Hi, Ho, I, M-N, O, U-V	Nicole Timmons nicole.timmons@standard.com 844-404-2111 ext. 4407
STD Case Manager for group names beginning with: En, NR, P-S	Kaitlyn Sanders kaitlyn.sanders@standard.com 971-321-4618
STD Case Manager for group names beginning with: L, W	Patience Ware patience.ware@standard.com 971-321-4685

Billing inquiries



Billing inquiries	Phone: 1-844-986-2705 Email: Billing-HybridDisability@riskprograms.com
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Leave policies/employee benefits questions



Leave policies and employee benefits contacts	Ritter Jonas Phone: 804-523-7168 Email: RJonas@onedigital.com Nancy Grasso Phone: 804-762-7076 Email: NGrasso@onedigital.com
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