

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 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 Email general claims inquiry: AL-VACORPclaims@standard.com

Your Account Manager

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

Resources for employers

Email documents, claim forms, provide information, or inquire/ask a question about a claim	Email: AL-Claims@standard.com
Employers use only and only for urgent inquiries/questions about a claim that needs immediate attention	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: Ca-Ch, Cl-Cr, Cum, Es, He, Ta-Tr	Courtney Ross courtney.ross@standard.com 470-903-5839
STD Case Manager for group names beginning with: Ac-Ap, Au-Bu, Cul, Da, Fa-Ha, Hi-In, Ma-Mo, Mo-Or, Up-Vi	Nicole Timmons nicole.timmons@standard.com 470-284-4407
STD Case Manager for group names beginning with: Ci	Sabrina Cadeley sabrina.cadeley@standard.com 470-903-5783

STD Case Manager for group names beginning with: Da-Di, Ki-Lu, Mo, Ro, Wa-Wy Account Manager Lori Donato lori.donato@standard.com 541-970-3653	Patience Ware patience.ware@standard.com 470-903-5842
STD Case Manager for group names beginning with: Cul, En	Amber Lewis amber.lewis@standard.com 470-284-4045
STD Case Manager for group names beginning with: Ar	Charisse Calvert charisse.calvert@standard.com 470-284-4021
STD Case Manager for group names beginning with: Sa-Su	Jasmine Birge jasmine.birge@standard.com 470-284-4596
STD Case Manager for group names beginning with: Ra-Ro	Domanita Cole domanita.cole@standard.com 470-284-4038
STD Case Manager for group names beginning with: Pr	Nancy Sawyer nancy.sawyer@standard.com 470-284-4468
STD Case Manager for group names beginning with: Pa-Po, Pu	Stephen Wilson stephen.wilson@standard.com 470-284-4492

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@ondigital.com Nancy Grasso Phone: 804-762-7076 Email: NGrasso@ondigital.com
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Summary Table of Turnaround Times

Process	Action	Timeframe
New Claim Review	Interview, eligibility template, provider contact	3 business days
Inbound Phone Calls	Return call with resolution	1 business day
Incoming Correspondence	Review, act, respond	3 business days
Initial Decision	Review all info and make decision	14 calendar days

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