

# 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

<b>Claims phone number</b> Dedicated claims line for VAcorp	Phone: 844-404-2111 Email: <a href="mailto:AL-Claims@standard.com">AL-Claims@standard.com</a> Hours: 8 a.m. – 5:30 p.m. Eastern
<b>How to file an STD claim</b> 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 - Employee: <a href="https://app.standard.com/benefits/employee/soc/">https://app.standard.com/benefits/employee/soc/</a> Online - Employer: <a href="https://app.standard.com/benefits/employer/compassi">https://app.standard.com/benefits/employer/compassi</a> Email: <a href="mailto:AL-Claims@standard.com">AL-Claims@standard.com</a> Fax: 800-850-0017

## Your Account Manager

### Account Manager

Lori Donato  
[Lori.Donato@standard.com](mailto: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: <a href="mailto:AL-Claims@standard.com">AL-Claims@standard.com</a>
<b>Employers use only</b> and only for <b>urgent</b> inquiries/questions about a claim that needs immediate attention	Email: <a href="mailto:AL-VACORPclaims@standard.com">AL-VACORPclaims@standard.com</a>
Access claims reports via Compassi online employer self service portal	<a href="https://app.standard.com/benefits/employer/compassi">https://app.standard.com/benefits/employer/compassi</a>
STD Claims Supervisor	Jenna Nussbaum <a href="mailto:jenna.nussbaum@standard.com">jenna.nussbaum@standard.com</a> 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 <a href="mailto:courtney_ross@standard.com">courtney_ross@standard.com</a> 470-903-5839
STD Case Manager for group names beginning with: Be-Bu, Cul, Da, Fa-Ha, Hi-In, NR, Or, St, Up-Vi	Nicole Timmons <a href="mailto:nicole.timmons@standard.com">nicole.timmons@standard.com</a> 470-284-4407
STD Case Manager for group names beginning with: Ac-Ap, Au, Ci, Sa-Su	Sabrina Cadely <a href="mailto:sabrina.cadely@standard.com">sabrina.cadely@standard.com</a> 470-903-5783
STD Case Manager for group names beginning with: Cu, Da-Di, En, Ki-Lu, Mo, R, Wa-Wy	Patience Ware <a href="mailto:patience.ware@standard.com">patience.ware@standard.com</a> 470-903-5842
STD Case Manager for group names beginning with: Ar	Charisse Calvert <a href="mailto:charisse.calvert@standard.com">charisse.calvert@standard.com</a> 470-284-4021
STD Case Manager for group names beginning with: M, N, Pr	Nancy Sawyer <a href="mailto:nancy.sawyer@standard.com">nancy.sawyer@standard.com</a> 470-284-4468
STD Case Manager for group names beginning with: Pa-Po, Pu	Stephen Wilson <a href="mailto:stephen.wilson@standard.com">stephen.wilson@standard.com</a> 470-284-4492



## Billing inquiries

<b>Billing inquiries</b>	Phone: 1-844-986-2705 Email: <a href="mailto:Billing-HybridDisability@riskprograms.com">Billing-HybridDisability@riskprograms.com</a>
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## Leave policies/employee benefits questions

<b>Leave policies and employee benefits contacts</b>	Ritter Jonas Phone: 804-523-7168 Email: <a href="mailto:RJonas@onedigital.com">RJonas@onedigital.com</a>
	Nancy Grasso Phone: 804-762-7076 Email: <a href="mailto:NGrasso@onedigital.com">NGrasso@onedigital.com</a>

## Summary Table of Turnaround Times

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

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