

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

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| 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 - Employee: https://app.standard.com/benefits/employee/soc/ Online - Employer: https://app.standard.com/benefits/employer/compassi Email: AL-Claims@standard.com Fax: 800-850-0017 |

Your Account Manager

Account Manager

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

Resources for employers

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| 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

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| 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: Be-Bu, Cul, Da, Fa-Ha, Hi-In, NR, Or, St, Up-Vi | Nicole Timmons nicole.timmons@standard.com 470-284-4407 |
| STD Case Manager for group names beginning with: Ac-Ap, Au, Ci, Pr, Sa-Su | Sabrina Cadely sabrina.cadely@standard.com 470-903-5783 |
| STD Case Manager for group names beginning with: Cu, Da-Di, En, Ki-Lu, M-No, R, Wa-Wy | Patience Ware patience.ware@standard.com 470-903-5842 |
| STD Case Manager for group names beginning with: Ar, P-Po, Pu | Charisse Calvert charisse.calvert@standard.com 470-284-4021 |



Billing inquiries

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

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| 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 |

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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