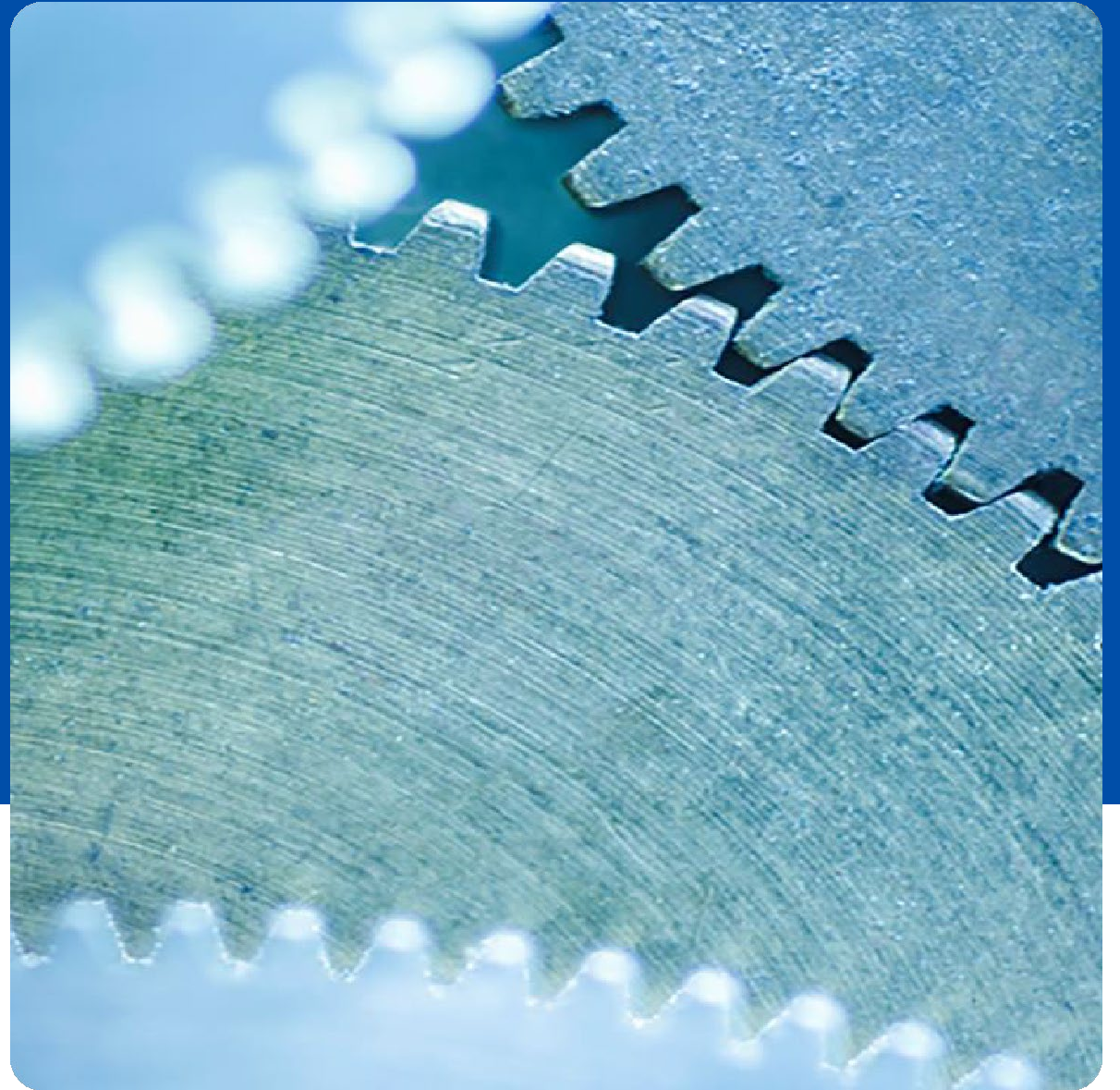


Conversion from Anthem to The Standard

September 22 & 23, 2026



Lori Donato

Account Specialist

Brooke Spurlock

National Account Consultant

**Questions are encouraged
through the chat**

Presentation will be provided
by early next week

Agenda

- Why this change?
- What will remain the same?
- Claims administration before and after October 1st
- Claim submission and employer support
- Key contacts and resources
- System changes and portal access
- Upcoming communications





Why this change?

Why this change?

April 1, 2024

- Acquisition of Anthem Life by The Standard

April 1, 2025

- Anthem name and logo were updated to reflect The Standard, with almost everything else staying the same

October 1, 2026

- VAcrop disability claims administration converts from the Anthem platform to The Standard platform
- Benefits and rates remain the same

What will remain the same?

Billing processes
are not changing

State-mandated
plan provisions
remain in force

Employees will
continue using
the existing
claim submission
phone number

What is changing?

Claims submission process for claims incurred on or after October 1st

Policy number, claim packets, and documents for claims incurred on or after October 1st

Employer and employee portals

Employee Assistance Program (EAP)



The Date of Disability(DOD) is the Routing Key

Important:

Employees should know their date of disability before contacting claims.

- The Claims team uses the DOD to route each claim to the appropriate administrator
- A DOD before 10/1 follows the current claim forms and process
- A DOD on or after 10/1 uses the new Standard Insurance Company policy number
- The claim submission phone number does not change

Telephonic Intake Process

What Stays the Same and What Changes

Employees continue to start a claim the same way – the date of disability determines the path.

Prior October 1, 2026

- Employees continue to call the same phone number
- Current claim forms remain the same
- Processes remain the same
- Group number remains the same:
AL00006723

On or After October 1, 2026

- Employees continue to call the same phone number
- Claims are routed using the employee's date of disability
- New Standard Insurance Company policy numbers:
 - STD: 764097 LTD: 764096

Call or text 844-404-2111



How to Submit Claims and Access Support for Claims Occurred on or after 10/1



Employees may continue to call or text the existing claim submission number: 844.404.2111



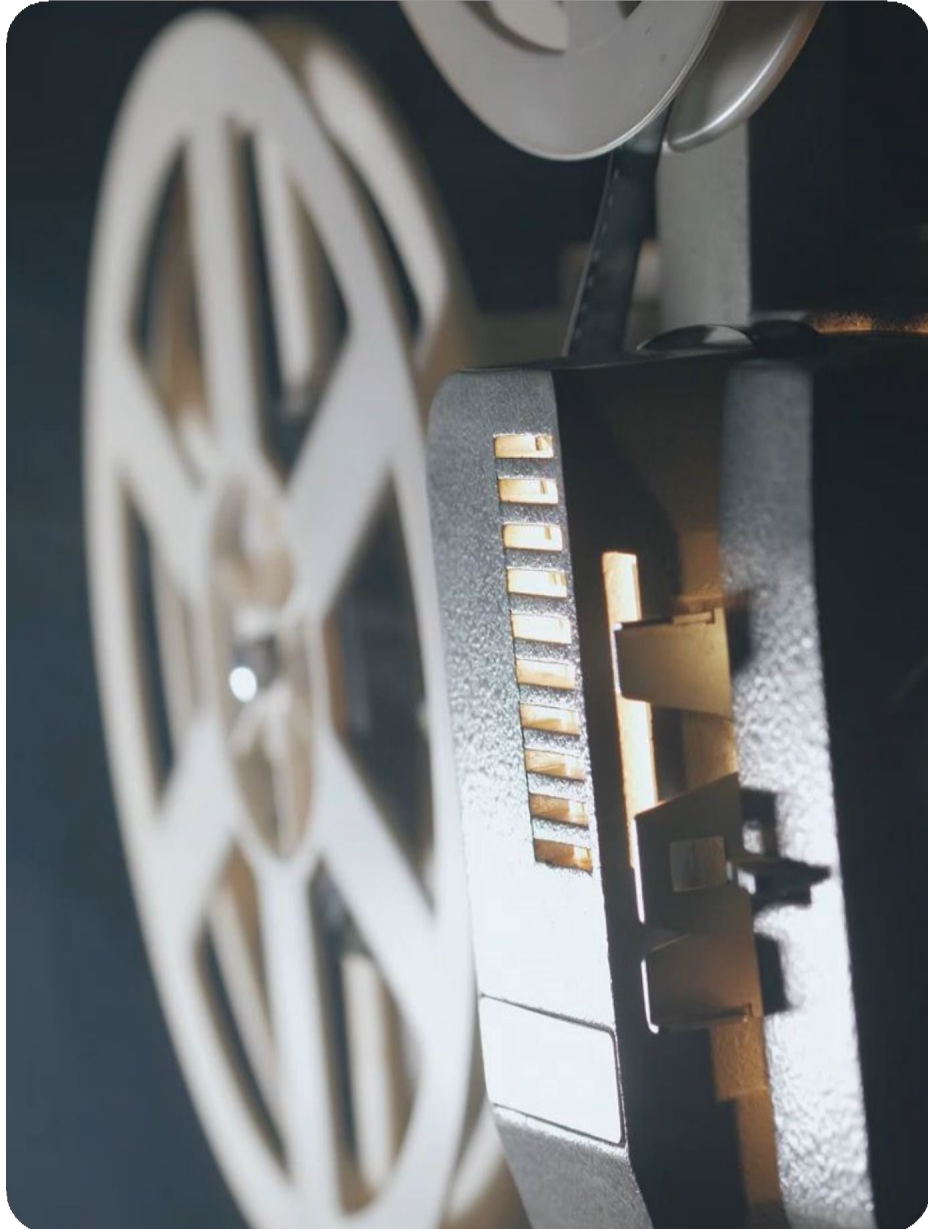
The training video will demonstrate the submission process



New claim forms are needed for claim submission



FAQ documents for STD and LTD



Video for New Claims Submission Process

Important: Although the video references file feeds, file feeds are not part of this implementation.

The Standard's Claims Training

Disability Claims

Live portal demonstration



[Click to Play](#)

Ways to Submit a Short Term Disability Claim Starting 10/1

Preferred Methods:

- **Phone:** 844.404.2111
- **Online:** Go to <https://www.standard.com/individuals-families/file-claim/file-claim-insurance-benefits-through-work>

Other Available Methods:

- **Email:**
STDforms@standard.com
- **Fax:** 800.378.6053
- **Postal mail:**
Disability Claims Service Center
P.O. Box 2800
Portland, OR 97208

Refer to the FAQs for STD and LTD for detailed instructions



For Claim Questions, Call or Text 844.404.2111

For Claims Prior to 10/1:

AL-VACORPclaims@standard.com

- For employer use only
- Urgent claims inquiries and questions
- Response time: 24 hours

AL-claims@standard.com

- Email for claim forms
- Email for documents

For Claims on or After 10/1:

AL-VACORPclaims@standard.com

- For employer use only
- Urgent claims inquiries and questions
- Response time: 24 hours

SecureSTDForms@standard.com

- Email for claim forms
- Email for documents
- NOT an inbox monitored for questions

Prompt Employer Statements Help Keep Claims Moving

Employer contacts play a critical role after a claim is initiated.



Employer Statements are sent to the designated employer contact on file



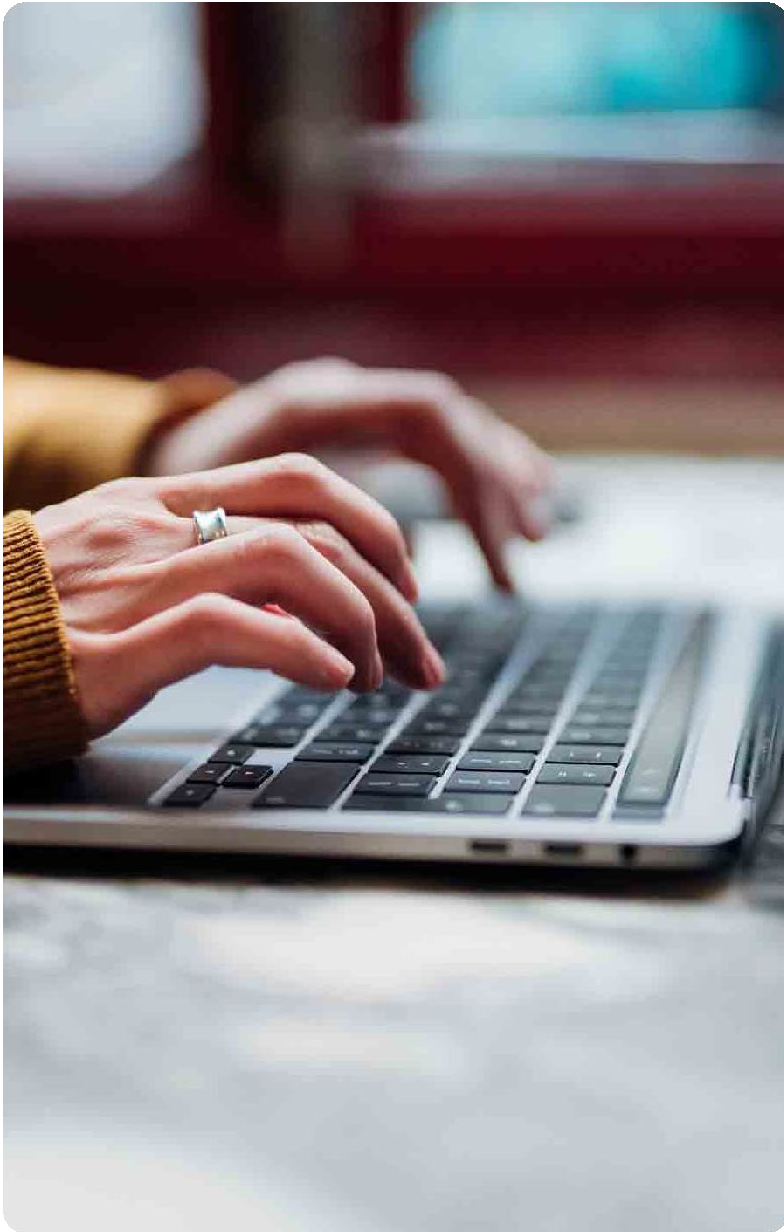
Keep employer contact information current so requests reach the right person



Complete and return each statement promptly to support timely claim handling



Notify the account team whenever contact responsibilities change



The Standard's Employer Portal

- Login credentials and access information will be emailed to you soon
- Claims Capabilities: Filing a claim, upload documents, to do list, claim's status, decision letters, and more
- Reporting Capabilities: standard reports and customizable reports
- Link to employer portal demo: [Employer Portal Demo](#)
 - Billing for VAcorp is NOT like the demo portal



Health Advocate

Employee Assistance Program

- 3 sessions available
- Call: 888-293-6948 – 24 hours a day, 7 days a week
- Members access resources through the Health Advocate website:
www.healthadvocate.com/standard3
- Registration Client Code: AQ3QGHQ
- EAP flyer:
<https://www.standard.com/eforms/17201.pdf>

Watch for the Next Communications and Take Three Actions

Resource links and supporting documents will be distributed by the early next week.

Review the
resource links and
supporting
documents when
they arrive

Share the claim
process with
employees

Beginning 10/1, use
the VAcrop website
for current
documents and
resources

[www.vacorp.org/coverage/
hybrid-disability/](http://www.vacorp.org/coverage/hybrid-disability/)

Contacts and Resources

Review the contact sheet and know where to find the latest employer and employee materials.

Key Contacts:

- **Brooke Spurlock**
National Account Consultant
Brooke.Spurlock@standard.com
Mobile: 804.922.9880
- **Lori Donato**
Account Specialist
Lori.Donato@standard.com
Office: 541.970.3653
Mobile: 571.289.8987

Policy Numbers:

764096 – Long Term Disability
764097– Short Term Disability

Other Available Resources:

- Employee Handbook: <https://www.standard.com/eforms/24700.pdf>
- Claim Packet:
http://www.standard.com/eforms/2047atp_764097.pdf
- Benefits at a Glance documents:
LTD: https://www.standard.com/eforms/20413_764096.pdf
STD: https://www.standard.com/eforms/20426_764097.pdf
- FAQs:
LTD: https://www.standard.com/eforms/15529_764096.pdf
STD: https://www.standard.com/eforms/15167_764097.pdf
- Available on the VAcorp website beginning 10/1:
<https://www.vacorp.org/coverage/hybrid-disability/>





Questions & Answers

Thank you for your time!



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The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.