



Account Management Teams

Policy Numbers: 764096 & 764097



Washington DC Sales and Service Office Team

Address | 1910 Towne Centre Blvd, Suite 250, Annapolis, MD 21401

Phone | (410) 224-2052, (800) 428-2938

Fax | (410) 571-1022

Primary Contacts

Name and Title	Email	Phone	Responsibilities
Stephen Lovings <i>Employee Benefits Consultant</i>	Stephen.Lovings@standard.com	(971) 321-4991	Sales representative
<i>Primary Point of Contact</i> Brooke Spurlock <i>National Accounts Consultant</i>	Brooke.Spurlock@standard.com	(804) 922-9880	Involved in day-to-day administration, billing, general Q&A and claim questions/issues. Provides strategic management of the relationship with VAcorp.
<i>Primary Point of Contact</i> Lori Donato <i>On-Site Account Specialist</i>	hybriddisability@standard.com Lori.Donato@standard.com	(571) 289-8987	Involved in day-to-day administration, billing, general Q&A and claim questions/issues.

Billing & Administration Support

Name and Title	Email	Phone	Responsibilities
Billing Inquiries	Billing-HybridDisability@riskprograms.com	(844) 986-2705	General billing inquiries
Cindy Bofinger <i>Billing Analyst for Life & Disability Products</i>	cindy.bofinger@standard.com	(971) 321-4653	Billing specialist that manages questions related to core products only (Life & Disability).
Premium Backup Alias <i>Life & Disability Products</i>	prembakup@standard.com	N/A	Email premium backup information, include both email addresses to ensure appropriate delivery.
e-support Hotline	esupport@standard.com	800.378.2396	Support with AdminEASE / Reports Online / Evidence Reports



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Short Term Disability Benefits Team

Fax: 800.378.6053

Name and Title	Email	Phone	Responsibilities
<i>STD Claim Team Leaders Alias</i> STD Claim Team	al-vacorpclaims@standard.com	N/A	For assistance in STD claim questions or inquiries.
<i>STD Claims Form Alias</i> STD Claim Documents	SecureSTDForms@Standard.com	N/A	Submit STD Claims- This is NOT an inbox monitored for questions. Email your primary point of contact or alias above for claim questions.
Jenna Nussbaum <i>Manager, STD Benefits</i>	Jenna.Nussbaum@standard.com	(541) 970-3470	Supervises operations of STD claims and can assist with escalated issues.

Long Term Disability Benefits Team

Fax: 800.378.6053

Name and Title	Email	Phone	Responsibilities
John Maloney <i>Manager, LTD Benefits</i>	John.Maloney@standard.com	N/A	Supervises operations of LTD claims and can assist with escalated issues.
Andrea deLuca <i>LTD Account Manager</i>	Andrea.deLuca@standard.com	N/A	LTD claims analyst

Leave Policies / EE Benefits Questions

Fax: 800.378.6053

Name and Title	Email	Phone	Responsibilities
Ritter Jonas <i>OneDigital</i>	RJonas@onedigital.com	(804) 523-7168	Assistance with leave policies or employee benefits questions.
Nancy Grasso <i>OneDigital</i>	NGrasso@onedigital.com	(804) 762-7076	Assistance with leave policies or employee benefits questions.