Disability Insurance Program (DIP) Quick Reference Chart

For DIP/RTW Representatives (Employing organizations' Human Resource, Benefits, or Payroll Representatives with DIP or Return to Work (RTW) administrative or paying responsibilities)

General Information

Resource	Purpose
DIP Rules and Regulations	Access policies currently in force and in practice with respect to the DIP
DIP page on SBO website	Access STD and LTD plan highlights, online courses, plan booklets, FAQs, information on RTW, and more
HR/Payroll DIP Checklist	Use this checklist if your employee is going to be out of work due to an accident, illness, or pregnancy for more than 30 calendar days to ensure that the employee receives all the required documentation and information
DIP Procedures → State of Delaware DIP/RTW Reps* → UD and DSWA DIP/RTW Reps*	Provides you with instructions for completing important DIP duties and responsibilities
The Hartford Ability Advantage (THAA) Note: Eligible State DIP/RTW Reps have the *option* of accessing THAA via Single Sign-On in id.delaware.gov and selecting "The Hartford Admin" tile	Place where you can view employee claims and details, run and access reports, send a portal message to the employee's claims analyst, upload documents, complete the Eligibility to Verify (ETV), and more
Hartford's MyBenefits claimant portal Note: Eligible State employees have the *option* of accessing The Hartford's website via Single Sign-On in Employee Self-Service: 1. Access Employee Self Service through my.delaware.gov 2. Once logged into my.delaware.gov, select the "Employee Self-Service" tile 3. Choose the "Benefits" tile, then select "The Hartford" under "Benefits Websites"	Place where employees can file an STD claim, check their claim status and details, schedule a call with a claims analyst, upload documents, and more

Short Term Disability (STD)

Resource	Purpose
STD Form Letter	Required information you must provide to all employees by the 5th calendar day of their absence from work. Includes how to file a STD claim, employee acknowledgment, employee responsibilities, important timelines and action items, what to expect from the employing organization and The Hartford, and more.
Exhaustion of STD Benefit Communications	Required information you must provide to employees if they have not returned to work by the 20th week of their STD benefit period (6 weeks before the exhaustion of the employee's STD benefit period), regardless of whether the employee's claim is in an approved status or has had their STD claim extended through the 182nd calendar day of disability. Obtains employee's intentions of returning to work, retiring, or becoming a Long Term Disability (LTD) beneficiary and for escrowing sick leave and annual leave for a 6-month period and for benefit elections for while on approved LTD.
STD Claim Appeals Process	Provides steps for employees to file an STD claim appeal

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Long Term Disability (LTD)

Resource	Purpose
LTD Claim Appeals Process	Provides steps for employees to file an LTD claim appeal

Return to Work (RTW)

Resource	Purpose
DIPRTW Procedures → State of Delaware DIP/RTW Reps* → UD and DSWA DIP/RTW Reps*	Provides you with instructions for completing important RTW duties and responsibilities
RTW/Rehire from Disability Form → State of Delaware DIP/RTW Reps* → UD and DSWA DIP/RTW Reps*	You must complete and submit this form to The Hartford and the SBO RTW Team within two business days of receiving notification that an employee has RTW or been rehired from disability. You also need to report subsequent work status changes after an employee's RTW/rehire from disability by following SBO External Procedure DIPRTW-002*.
STD Part-Time Hours Form → State of Delaware DIP/RTW Reps* → UD and DSWA DIP/RTW Reps*	No later than the last day of each pay period, you must complete and submit this form to The Hartford to report the number of hours for each employee who is receiving STD benefits and working part-time
Performance/Conduct Form → State of Delaware DIP/RTW Reps* Note: This form applies to former Merit employees.	If requested by the SBO RTW Team, you must complete and submit this form to the SBO RTW Team to help determine whether the former Merit employee is eligible for placement and RTW assistance
DIP Rules and Regulations	Access policies currently in force and in practice with respect to RTW: • Section 20.0 – RTW from STD • Section 21.0 – RTW (Rehire) from LTD • Section 22.0 – Working while transitioning to LTD or after the exhaustion of the STD benefit period • Section 23.0 – Stay at Work Assistance

Contact Information

Resource	Purpose
Hartford Claim Unit (1-877-484-9731)	Employees can contact if they have questions about STD claims or need assistance with return to work from STD
Hartford Dedicated Assistance Mailbox (DIPAssist@thehartford.com)	Contact if you have questions or issues with employee STD claims
Hartford Dedicated IT Mailbox (DIPTHAAIT@thehartford.com)	Contact if you experience issues within THAA
SBO Benefits HelpDesk Mailbox (benefits@delaware.gov)	Contact if you have changes/updates to SBO's contact list, need THAA access granted/removed, or experience THAA login challenges
SBO Return to Work Mailbox (returntowork@delaware.gov)	You and your employees may contact the SBO RTW Team if you have questions or need assistance with returning employees to work from STD or LTD

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Resource	Purpose
SBO DIP Mailbox (sbo.dip@delaware.gov)	Contact if you have questions or issues with escalated employee STD claims; Mailbox where educational organizations submit non-contractual calendar spreadsheets and changes to non-contractual dates throughout the school year
Overpayments Mailbox (WCPIPSTD_OVERPYMTS@delaware.gov)	Contact if you have questions, concerns, and information related to STD overpayments

***Note**: The log in information for the Secure Benefits Representative website is:

State of Delaware DIP/RTW Reps
URL: https://reps.dhr.delaware.gov
Username: reps
Password: BEN@hrm*122

University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) DIP/RTW Reps
URL: https://nebsreps.dhr.delaware.gov
Username: npreps
Password: PAY@non*122