



FILE A SHORT TERM DISABILITY (STD) CLAIM WITH CONFIDENCE

State of Delaware
Policy Number: 071675-STD, 675467-LTD

The State of Delaware's Disability Insurance Program (DIP) vendor is The Hartford.

THE HARTFORD MAKES IT EASY TO FILE A CLAIM

Step 1: Know when it's time to file a claim.

You must file a Short Term Disability (STD) claim **within 15 calendar days** from the date of your disability if you will be absent from work for at least 30 calendar days.

Step 2: Have this information ready.

- Name and address
- Name of your employing organization and last day worked
- Your manager's name and phone number
- The name and phone number of your organization's Human Resource/Benefits Representative
- The nature of your claim (accident, illness, or pregnancy) and whether it is work related
- Your health care provider's name, address, phone and fax numbers



Step 3: Make the call or file online.

- With your information handy, call The Hartford at **1-877-484-9731 (8 a.m. to 8 p.m. ET, Monday – Friday)**. You'll be assisted by a caring clinical professional who'll take your information, answer your questions and file your claim.

OR

- File online at abilityadvantage.thehartford.com:
 - Click on the following prompts:
 - Need to register for an account?
 - Enter Your Email Address/Confirm Email Address
 - Enter First Name, Last Name, Mobile Number (Remember Device Y/N)
 - Create Password/Confirm Password
 - Enter Last Name/Date of Birth/Zip Code
 - Enter Employee ID
 - Select Complete Registration button
 - Select Communication Preference (Email or Text)
 - Once registration is complete from landing page, select **Start a New Claim Button**

A Hartford claims representative will call you within 24-hours to review your online submission.


GET SUPPORTIVE ASSISTANCE

The Hartford's goal is to help get you through your time away from work with dignity and assist you in any way we can. Even after your claim has been filed, we may be in touch to check your progress, answer questions or obtain additional information from you. Our goal is to offer a smooth and hassle-free experience until you return to work. Feel free to also call us with anything that's on your mind. We're here to help.

RETURNING TO WORK

Need assistance with returning to work from Short Term Disability (STD)? The Hartford is available to assist you. In addition, the Statewide Benefits Office (SBO) Return to Work Coordinator (SBO RTWC) in the Department of Human Resources, Statewide Benefits Office (SBO) provides return to work assistance to employees who are currently on an approved STD claim or were previously on an approved STD claim within the past 36 months. Contact the SBO RTWC, Crystal Sheats, at 302-760-7069 or returntowork@delaware.gov.

(Cut and fold the card below and keep in your wallet.)

<p>TO FILE A SHORT TERM DISABILITY CLAIM</p> <p>Policy #: 071675-STD, 675467-LTD</p> <p>Make the call: 1-877-484-9731 (8 a.m. to 8 p.m. ET, Monday – Friday)</p> <p>OR</p> <p>File online: abilityadvantage.thehartford.com</p>	 <p>HAVE THIS INFORMATION READY:</p> <ul style="list-style-type: none">• Your name, address, name of your employing organization and last day worked• Your manager's name and phone number and the name and phone number of your organization's Human Resource/Benefits Representative• The nature of your claim (accident, illness or pregnancy) and whether it is work related• Your health care provider's name, address, phone and fax numbers
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