

Long Term Disability Claims Process Checklist 4.1.22

Step	Claim Process	Who Completes	Description
1	Contact Central Human Resources to initiate the claims process.	Employee	Send an email to SHR-Leave Inquiries or call Central Human Resources at 425-388-3411 Ex. 9 to speak with a member of our leave of absence team.
2	CHR Leaves Team member fills out the Employer portion of the application (Section 1)	Human Resources	CHR reviews leave documentation and HRIS data. CHR Leaves Team member may reach out to the employee's department for additional documentation or clarification as needed
3	CHR Leaves Team Member provides application to Employee	Human Resources	CHR will provide the document and necessary attachments (job description) to the employee by email.
4	Complete employee sections of the claim form.	Employee	Complete section II (pages 4-10).
5	Employee provides application or physical portion of the application to their medical provider	Employee	N/A
6	Complete the medical portion of the claim form.	Attending Physician	Complete section III (pages 11-12)
7	Attach copies of medical documentation relating to disability to claim form.	Employee	n/a
8	Attach the workers compensation report of injury to claim form (if applicable).	Employee	If a workers compensation claim is filed, attach initial report of injury or illness and award notice.
9	<p>Review your claims package prior to submittal to ensure you have the following documents</p> <ul style="list-style-type: none"> <input type="checkbox"/> Claim form (all sections) <input type="checkbox"/> Medical information <input type="checkbox"/> Workers Compensation report <input type="checkbox"/> Job description 	Employee	
10	Fax or mail the complete claim packet to The Hartford.	Employee	<p>Submit the claim as soon as you believe you will be absent from work for more than 45 calendar days.</p> <p>Fax to 866-411-5613 or mail to:</p> <p>The Hartford, P.O. Box 14302, Lexington, KY 40512-4302</p>

11	Reviews claim & contacts employee.	The Hartford	Reviews claim and contacts employee 3-4 weeks after receiving the application to discuss any additional information that may be necessary.
12	Respond to phone calls/correspondence from Hartford to provide additional information that may be necessary.	Employee	Once The Hartford receives the required paperwork, a representative will call you to discuss any additional information that may be necessary. Additionally, the Hartford may send you requests/notifications. In order for a claim to process in a timely manner, it is crucial that you respond promptly to all correspondence sent from The Hartford.
13	Responds to emails from the Hartford for additional employment information or verification.	Human Resources	CHR Leaves Team Member will provide any necessary employment or pay information related to the LTD claim to the Hartford. CHR may reach out to the department for additional information or clarification