

SHORT-TERM DISABILITY

How to file your short-term disability claim

If you are going to be out of work – or are already out of work – due to an illness or injury, you may be eligible to receive short-term disability benefits. Here is some helpful information to get your claim started:



1. Confirm that you are eligible

Contact your employer to report your disability, and check whether you are insured under the policy and eligible to file a claim for short-term disability benefits.

2. Get ready to gather some information

To file your claim, we need to receive completed short-term disability claim forms, which includes information from you, your healthcare provider, and your employer. The way we receive this information varies depending on how you choose to file your claim – by fax, by mail, by email, or online. Make sure

all forms are completed and signed by the appropriate individuals, as missing information or signatures can delay your claim.

3. Go to our website and find our short-term disability claim forms

Here's how you find all the forms described above:

- Visit www.sunlife.com/us
- Under Client support, select *Find a form*
- Select *Short-Term Disability* from the drop-down menu¹
- Select the needed Disability Claim Statement

What we may need...

from you	from your employer	from your healthcare provider
<ul style="list-style-type: none"> • Employee's Statement. This form provides us with information about your healthcare provider, your income, and the condition causing your disability. • Employee Authorization form. This form allows for the release and disclosure of information about you that we may need to evaluate your claim; for example, it allows us to obtain your medical records if we need them. Please note, if you do not complete the Employee Authorization form, you will be responsible for obtaining any additional medical information we might need to process your claim. • Car accident report. If your disability is a result of a car accident, you will need to provide the police report from the accident. 	<ul style="list-style-type: none"> • Employer's Statement. This form provides us with information on your claim and on your employment, salary, benefits, and other sources of income. Check to see whether your employer has completed and submitted this form to Sun Life. 	<ul style="list-style-type: none"> • Attending Physician's Statement (APS). This form provides us with specific medical information about your condition and expected recovery. • Medical notes or test results. Notes and results related to your condition may help us make the most informed decision. • Treatment notes. These are notes from your healthcare provider or any other treating provider (such as a counselor or therapist if your claim is due to a psychiatric condition).

Filing your claim by e-mail, fax, or mail



Step 1.

Complete the Employee's Statement form.

Step 2.

Fill in your name and Group Policy Number on the APS and send a copy of it to your healthcare provider. You can have your healthcare provider send the completed APS directly to Sun Life. If you prefer to submit all of your paperwork together, have your healthcare provider mail the documents to you or go to pick them up in person.

Step 3.

In order for Sun Life to be able to obtain any additional medical information on your behalf, you must complete your Employee Authorization form. Make a copy of your completed paperwork for your records and submit the documents to Sun Life by email at myclaimdocuments@sunlife.com, by fax to 781-304-5599, or by mail to:

Mail: Sun Life
Group STD Claims
P.O. Box 81915
Wellesley Hills, MA 02481

Filing your claim online



Step 1.

Complete the Employee's Statement by following these steps:

- Sign into www.sunlife.com/account
- Click on *Submit a disability/absence claim*
- Complete the required information about yourself, your condition, your education and training, and work experience. You will be given an opportunity to review/edit your information.
- Certify that you read the fraud warnings and then select *Submit*.
- To complete your claim, you'll need to print out some additional forms that you and your healthcare provider will need to fill in.

Step 2.

You'll need to send the forms back to us by email, mail, fax or online.

Email: myclaimdocuments@sunlife.com

Mail: Sun Life
Group STD Claims
P.O. Box 81915
Wellesley Hills, MA 02481

Fax: 781-304-5599

Online: www.sunlife.com/account

If you are unable to access the forms online, you can request these forms from your employer or by contacting Sun Life at 800-247-6875 or myclaimdocuments@sunlife.com.



What can I expect from Sun Life?

We'll do an initial assessment

As soon as we receive your completed Employee's Statement, Attending Physician's Statement, and Employer's Statement, we will consider a number of different factors when assessing your claim, including policy eligibility requirements, your job requirements, your medical information, and how your illness or injury affects your ability to perform your job. As part of the review, we may ask you, your healthcare provider, or your employer for more information.

We'll let you know the status

Upon review of your claim, we will update the status of your claim to pending, approved, or denied. Here's what each of those mean:

- **Pending.** For some claims, we may determine that we don't have enough information to make a proper decision. If this is the case, we try to get the additional information we need as quickly as possible. We will let you know as soon as we determine that more information is needed.
- **Approved.** We determine that part of your claim or your entire claim is approved according to your employer's short-term disability plan. We will call you to notify you that we have approved your claim.

Please note: If your claim is approved and you provide an estimated or actual return-to-work date, the online status will change from "Approved" to "Closed. The claimant has or will have returned to work." This status means that you will receive payments until the anticipated return-to-work date shown online.

- **Denied.** If we determine that your claim is not approved, we will notify you in writing and provide the reasons for our decision. If you do not agree with our decision, there is an appeal process in place.
- **Under review.** You may see this before a decision is made.
- **Advice Provided to Employer.** A recommendation to approve, pend, or deny your claim has been sent to your employer. You can contact your employer to find out the status of your claim.

You can check your claim status, view payment status, or see if there are messages posted about your claim by logging into www.sunlife.com/account, clicking on *View disability/absence status*.

After you have initiated your claim, all inquiries or follow-up questions can be directed to our short-term disability client service number at 800-247-6875, Monday through Friday, from 8 a.m. to 8 p.m. ET.

1. If in New York, browse the list under "Employee benefits forms if located within New York."

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York. In New York, group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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