



Telephonic Short-Term Disability Claims

Our claims staff has a front line focus on delivering superior customer satisfaction and the very best outcomes. Better outcomes mean stronger returns. Our telephonic Short-Term Disability claim submission process is fast and easy and most important, no time consuming forms to complete.

How it works....

Claimant calls a dedicated toll free number to initiate their claim. (866) 590-7448. Claimant has immediate access to one of our knowledgeable Ability Analysts. Our Ability Analysts are trained to put the claimant at ease from the start by explaining what is necessary to adjudicate the claim as quickly as possible and what the claimant can expect as next steps.

Within one business day our Ability Analyst reaches out to the employer and attending physician to obtain the necessary information to make a claim decision. Our Ability Analysts are diligent and adhere to strict performance guarantees. Most importantly, our Ability Analysts ensure the claimant is regularly informed of the status of their claim.

Our goals are to focus on return to work, determine reasonable recovery and set expectations, coordinate with the attending physician and assess rehabilitation potential if appropriate. All of these goals can help claimants return to productivity, helping you improve your bottom line.

How we're doing...

- ✓ 90% of our Short-Term Disability claim decisions are made within 5 business days from receipt of complete information.
- ✓ 90% of employers were extremely satisfied with our claim services.
- ✓ Our claimant satisfaction rating has exceeded 90% for six years running.