

**QUESTIONS**

- Contact your HR SBA
- Search the following articles in Knowledge Base:
  - STD provider contact info
  - pay action guidelines

**Employee, People Leader or HR SBA** submits referral form



**People Leader** notifies **ConnectionPoint** of required pay action



**Short Term Disability (STD) provider** contacts **employee** within 24 hours and conducts initial assessment



**STD provider** examines claim and makes a decision on coverage once all medical information is received



**CLAIM NOT APPROVED**

**CLAIM APPROVED**



**STD provider** notifies employee and **People Leader** of decision



**People Leader** ensures pay actions submitted to **ConnectionPoint**



**STD provider** provides employee with options:

- appeal decision
- return to work

Declined claim process with STD provider



**STD provider** notifies employee and **People Leader** of decision



**People Leader** ensures pay actions submitted to **ConnectionPoint**



**STD provider** manages the claim

**RETURN TO WORK**

**LTD PROCESS STARTS**



**STD provider** notifies **People Leader** of employee's RTW status



**People Leader** contacts **ConnectionPoint** with RTW information, if pay action required

FULL RTW

GRADUAL RTW



**STD provider** follows up with **People Leader** to confirm RTW



**STD provider** maintains contact with **People Leader** and the **employee** during the gradual RTW



**Employee** returns to work full time

**CLAIM CLOSED**

After 45 days (67 for CUPE 1975) **STD provider** starts to transfer to long-term disability, notifies all parties



**People Leader** advises **ConnectionPoint** of LTD pending pay action



**STD provider** sends employee LTD forms



**STD provider** informs **People Leader** and **Wellness Resources** of claim transfer to LTD and forms to be completed



**People Leader** advises **ConnectionPoint** of LTD decision and pay action



**TRANSFERED TO LTD**

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**Employee, People Leader or HR SBA**  
submits referral form



**People Leader or Pay Admin Group**  
submits required pay action



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24 hours and conducts initial assessment



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on coverage once all medical information is received



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**STD provider** notifies employee and  
**People Leader** of decision



**People Leader or Pay Admin** ensures  
pay actions are submitted



**STD provider** provides employee with options:

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Declined claim process  
with STD provider



**STD provider** notifies employee and  
**People Leader** of decision



**People Leader or Pay Admin** ensures pay  
actions submitted



**STD provider** manages the claim

**RETURN TO WORK**

**LTD PROCESS STARTS**



**STD provider** notifies **People Leader**  
of employee's RTW status



**People Leader or Pay Admin** submits RTW  
information, if pay action required

FULL RTW

GRADUAL RTW



**STD provider** follows  
up with **People Leader**  
to confirm RTW



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**People Leader** advises **Pay Admin**  
of LTD pending pay action

**STD provider** sends  
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LTD and forms to be completed

**People Leader or Pay Admin**  
submits LTD decision and pay action



**TRANSFERED TO LTD**