

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

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



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

TRANSFERRED TO LTD

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People Leader or Pay Admin Group submits required pay action



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