**PROCESS FOR SHORT-TERM DISABILITY REFERRAL**

**ConnectionPoint**

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**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

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**CLAIM NOT 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

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**DECLINED CLAIM WITH STD PROVIDER**

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**CLAIM APPROVED**

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

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

**STD provider** manages the claim

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**RETURN TO WORK**

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

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

**FULL RTW**

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

**GRADUAL RTW**

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

**Employee** returns to work full time

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**CLAIM CLOSED**

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**LTD PROCESS STARTS**

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

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**TRANSFERED TO LTD**

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**QUESTIONS**

- Contact your HR SBA
- Search the following articles in Knowledge Base:
  - STD provider contact info
  - pay action guidelines
**PROCESS FOR SHORT-TERM DISABILITY REFERRAL**

**Pay Admin Group**

**STD provider** contacts employee within 24 hours and conducts initial assessment.

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

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

**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** or **Pay Admin Group** submits required pay action.

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

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

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

**STD provider** manages the claim.

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

**Employee** returns to work full time.

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

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

**People Leader** or **Pay Admin** submits LTD forms.

**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** or **Pay Admin** submits LTD decision and pay action.

**CLAIM APPROVED**

- **STD provider** notifies employee and People Leader of decision.
- **People Leader** or **Pay Admin** ensures pay actions are submitted.
- **STD provider** manages the claim.

**CLAIM NOT APPROVED**

- **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:
  - appeal decision
  - return to work

**RETURN TO WORK**

- **STD provider** notifies **People Leader** of employee’s RTW status.
- **People Leader** or **Pay Admin** submits RTW information, if pay action required.
- **STD provider** follows up with **People Leader** to confirm RTW.

**LTD PROCESS STARTS**

- After 45 days (67 for CUPE 1975) **STD provider** starts to transfer to long-term disability, notifies all parties.
- **People Leader** advises **Pay Admin** 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** or **Pay Admin** submits LTD decision and pay action.

**FULL RTW**

- **STD provider** notifies **People Leader** of employee’s RTW status.
- **People Leader** or **Pay Admin** submits RTW information, if pay action required.

**GRADUAL RTW**

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

**CLAIM CLOSED**

- **Employee** returns to work full time.

**TRANSFERED TO LTD**