

Reporting Absences For Family/Medical or Parental/Adoption Leaves And/Or Filing For Short Term Disability Benefits

It feels good to be prepared. That's why we've developed the following guide to help you report an absence with Standard Insurance Company (The Standard). Please use the steps outlined below should you need to report a leave of absence or file a disability claim. They will enable you to access our Absence Management Service Center (AMSC), online or via telephone.

When Should I Report An Absence?

Contact The Standard if you are absent from work, or know you will be absent from work due to any of the following reasons:

- Your own serious health condition (including pregnancy)
- To care for your newborn child
- The placement of your adopted or foster child
- To provide care for a qualifying family member with a serious health condition
- To care for a covered service member injured in the line of duty
- For qualifying military exigency, allowing family members to take leave to prepare for or deal with issues that arise as a result of a family member being called to serve in the military
- For leave due to your own military service

For all other absences, please follow the normal Arent Fox LLP absence reporting procedures and notify your department head or manager.

How Do I Notify The Standard About An Absence?

Call the AMSC at 866.756.8116 or login at www.standard.com with your user name and password

First Time Users – Create an Account:

- Go to www.standard.com/absence to open The Standard's Absence page
- In the **FIRST TIME HERE?** section, click **CREATE AN ACCOUNT**

When creating your account, you'll be asked to provide basic information about yourself, such as your name, email address, and phone number. Be sure to provide contact methods available from home in case you need to report an absence.

You'll also be prompted to setup your account security. The Standard uses two-step verification which requires two things when you log in: something you know (a user name and password) and something you have (your phone or computer). When selecting your security settings, you'll be asked to enter a user name and password and select how you would like to receive security verification codes (to identify you when you sign in from an untrusted browser). You can choose to receive these codes either by text message (SMS), voice call or email.

Once your account is setup and activated, you will complete the process by connecting to your employer's absence services.

- On your My Home page, click the option for **My employer's insurance benefits**
- Then, enter your **Date of birth** and **Social Security number**
- After entering this information, be sure to log out and log back in to generate and display your services

When you are ready to report an absence, return to www.standard.com/absence and click Log In. When prompted, enter your user name and password and the verification code sent to your phone or email. Then, on your My Home page, in the **Report Leaves of Absence** box, click **Get Started**.

What Are The Absence Management Service Center Operation Hours?

The AMSC is available Monday through Friday, between 8:00 a.m. – 8:00 p.m., Eastern Time. Online access to the portal is available 24/7.

When I Call To Report My Absence, What Questions Will I Be Asked?

You will be asked to provide the following information - in addition to other questions about your absence:

- Employer Name: **Arent Fox LLP**
 - Group Plan Number: **755594**¹
 - Social Security Number
 - Last day you were at work
 - Reason leave is requested
 - Physician's contact information (name, address, phone and fax number)

Who Is Responsible For Notifying Arent Fox LLP Of My Absence?

It is your responsibility to follow the normal Arent Fox LLP absence reporting procedures and notify your department head or manager of your absence.

Will I Receive Any Notification After I Initiate A Leave Or Claim?

After initiating a request for family/medical or parental/adoption leave time off and/or filing a Short Term Disability (STD) claim, The Standard will send you a letter confirming receipt of your leave request. If you are filing for an STD claim, The Standard will fax an Attending Physician's Statement² to your physician to complete; an Authorization to Obtain Information will be mailed to you to sign and return. If you called to request a family/medical or parental/adoption leave but did not initiate an STD claim, you will receive a Certification of Health Care Provider form. These forms should be returned to The Standard by the due date indicated in your letter.

Where Do I Send The Completed Forms?

If you are required to submit paperwork, please send the completed forms to:

Standard Insurance Company
Employee Benefits Division
PO Box 3877
Portland OR 97208

Or you may fax completed forms to 866.751.5174.

How Long Does It Normally Take For An STD Claim Decision?

It will take approximately one week to make a claim decision (once your completed claim application is received). If we have not made a decision within one week, you will be notified as to why.

If My Claim For Benefits Is Approved, How Long Will It Take To Receive My First Check?

STD benefits will be paid by your employer through your normal payroll cycle dependent upon certification of claim. Your benefits administrator can explain the type of plan you have and specifically how your benefits will be paid if approval is not received by the payroll processing deadline, your benefit may not be paid until a subsequent payroll.

What Are Intermittent and Reduced Leave Schedule Leaves?

FMLA leave may be taken intermittently or on a reduced leave schedule under certain circumstances. Intermittent leave is FMLA leave taken in separate blocks of time due to a single qualifying reason. A reduced leave schedule is a leave schedule that reduces an employee's usual number of working hours per workweek, or hours per workday. A reduced leave schedule is a change in the employee's schedule for a period of time, normally from full-time to part-time.

How Do I Report an Intermittent Absence?

When you miss time associated with an approved, open intermittent leave, you can quickly and easily report absences through The Standard's self-service phone system or the absence management self-service portal. These services are available any time of day or night.

Use the following steps to use the self-service phone system:

- When you call us, say "report an absence" when asked, and you can report your time off without needing to speak to a representative.
- Provide the following information:
 - **Your leave number. Your leave number is found on correspondence we sent you after we approved** your intermittent leave.
 - Your date of birth.
 - The date of the absence. You may report multiple absences during one call. Dates can be today, or in the past or future, however each absence will be a separate entry during the same call.
 - The type of absence. You will need to let the system know if your absence is related for your condition or is to attend a medical appointment.
 - The number of hours you were scheduled to work, and the number of hours of leave taken, for each day you are reporting.
 - A number where you can be reached. You will be asked to provide a call back number if we need to contact you for further information.
- Once the automated intake is complete, you will receive a confirmation number to let you know that your absence report has been successfully submitted.

You can also report intermittent absences through The Standard's absence management self-service web portal which is accessible from your computer, your smartphone, or your tablet. Review the log-in instructions above.

Once you are logged in, use the following steps to report your intermittent absence online:

- Click on **Absence Claims**.
- Find and click on your open intermittent leave claim.
- Click **Add Time**.
- On the following screen, provide the date(s) of your intermittent absence, the number of scheduled work hours/minutes missed, and whether your absence was due to incapacity (illness) or medical treatment.
- Click **Save**.

Don't forget to notify your manager and follow your employer's normal absence reporting process.

More Questions?

Call The Standard's Absence Management Service Center at 866.756.8116.

- ¹ The policy number is not required if you are not filing a concurrent STD Claim (i.e., Leave only).
- ² Within one business day of filing a claim, The Standard will fax an Attending Physician's Statement (APS) to your doctor for completion. The Standard will make up to three follow up attempts to obtain a completed APS from your doctor. Although The Standard will be following up with your doctor, we encourage you to contact your doctor and ask their assistance in completing the APS on your behalf. You will be responsible for providing any necessary authorizations to your doctor to release this information to us. For anticipatory claims, the APS and Employer Notification will be sent on your reported last day of work.