



Administration of Your Short Term Disability Coverage

Guardian has partnered with FMLASource Inc., an industry leader in Family Medical Leave (FML) Administration to provide your employees with a centralized approach to initiating both their Short Term Disability (STD) claims and leave requests under FMLA. Plus, through a telephonic approach to initiating these types of requests, we've made the claim filing process that much easier for both you and your employees. Below is a brief guide to administering this service.

First, please distribute a **FMLA/STD Authorization (GG-015914)** and an **Information for Filing a Short Term Disability Claim** form to each employee who is eligible for the STD coverage. In the event an employee becomes disabled, they can refer to these resources for initiating both their STD and FMLA claims:

- To initiate a claim, your employees can simply dial **1-888-FML-GLIC** (1-888-365-4542) or visit www.fmlasource.com to file an on-line claim. Once the call is placed, your employees will be asked a few questions which are needed to begin the claim process. These questions, as well as the toll-free number, are included on the **FMLA/STD Authorization (GG-015914)**.
- Once the employee has initiated his or her claim, a Guardian STD Benefit Analyst will begin the administration of the STD portion of the claim, while the FMLASource Representative will begin the process of evaluating the FMLA portion.
- The assigned Guardian STD Benefit Analyst will then contact the designated Employer Representative to obtain the needed "employer related" information.
- Lastly, a Guardian Medical Specialist will then contact the employee's treatment provider to obtain the needed medical information. You will note that a portion of the **FMLA/STD Authorization (GG-015914)** serves as an authorization for the release of medical information. It is imperative that the employee leave a **copy** of this portion of the card with his or her treatment provider to ensure the release of this information.
- Once all three portions of the STD claim (employee, employer, treatment provider) have been obtained, the assigned Guardian Benefit Analyst will evaluate the information and render a Short Term Disability claim determination.

Key Reminders

- Employees should be certain to leave a signed **copy** of the **FMLA ID/STD Authorization (GG-015914)** with their treatment provider.
- The employee should retain the "actual" card for future use.
- Employees should advise their treatment provider that a Guardian Medical Specialist will be contacting them to obtain the needed medical information.
- **For ongoing STD claim questions, your employees may contact the Short Term Disability Customer Response Unit at 800-268-2525, or may follow the status of their claim online by visiting us at www.guardiananytime.com**