

## How to File or Update a Claim



**How to File a Claim**  
 Short-Term Disability  
 Long-Term Disability

P.O. Box 6248  
 Broomfield, CO 80021  
[www.reedgroup.com/vsdp-claims](http://www.reedgroup.com/vsdp-claims)

**Call 877-928-7021**

Have this information ready:

- Job title and agency
- Date of birth
- Current mailing address
- Description of your disability
- Last day of work
- Health care provider contact

Disability Plan Rules

Claims Processing

For Employers Only:

VRS  
 Customer Contact  
 Center

Reed Group  
 Service Center

Reed Group  
 Account Coordinators

877-928-7021

[vdpsupport@reedgroup.com](mailto:vdpsupport@reedgroup.com)

888-varetire  
 888-827-3847

P.O. Box 6248  
 Broomfield, CO 80021

844-507-5391

[www.reedgroup.com/vsdp-claims](http://www.reedgroup.com/vsdp-claims)

[www.varetire.org/VSDP-ER](http://www.varetire.org/VSDP-ER)

### Reed Group

- **Account Management**
  - Three Reed Group Account Coordinators are based in Virginia to Escalations, Self-Service Portal, Training, Reports and Access Requests
- **.Service Center**
  - **Disability Claims Processing**
    - Provides case management services
  - **Nurse Case Managers**
    - Disability cases are reviewed by experienced nurse case managers to provide a focus on medically appropriate

### VRS Customer Contact Center

- Questions about disability plan rules.
- Additionally provides answers about pension plans and other benefits.

### Information Reed Group is allowed to provide:

- The date the employee initiated a disability claim
- Whether the employee's claim is for Short-Term Disability, Long-Term Disability or a catastrophic or major chronic condition
- Authorized start and end dates of the disability period
- Dates to begin paying the employee at 100 percent, 80 percent or 60 percent of pre-disability income
- Estimated return to work date
- Physical restrictions
- Number of hours a day your employee is able to work
- When a case is closed

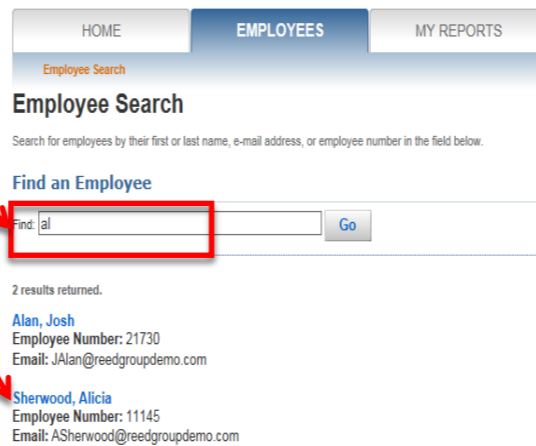
## Logging In:

Register first so you are able to Log In  
 Click the **Employees** Tab for information about your employees  
 Click the **My Reports** Tab to access reports



## Search for an employee:

Type any part of an employee's name  
 Click **Go**  
 Click the **employee** you are searching for



## View and print claim information:

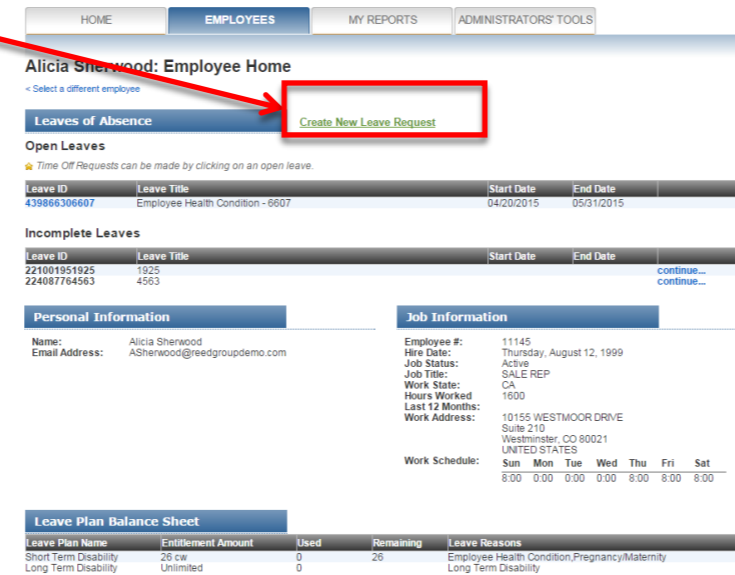
Click the **Leave ID** you would like to view  
 Click **Print leave details**

## Create new leave request:

Click **Create New Leave Request**  
 Select a **Leave Reason** and optional **brief description**

*Note: Short-Term Disability is either "Employee Health Condition: or Pregnancy/Maternity"*

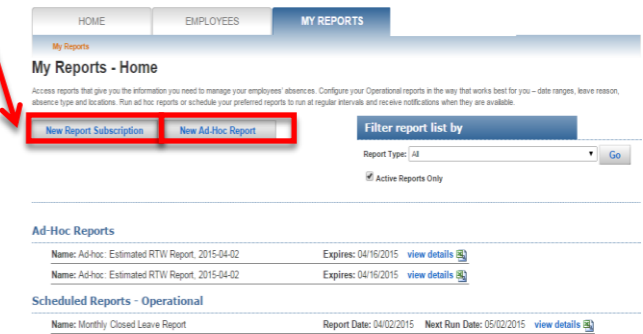
- Start & End Dates
- Last Day Worked
- Estimated Return to Work (full duty)
- Continuous
- Reduced Schedule



## Run reports:

An **Ad-Hoc** report runs only when you request it to run, e.g. on demand.  
 A **Report Subscription** runs recurrently into the future for the date window you select

Format choices are PDF and Comma Delimited (CSV; Excel)



Parameters: Date range, Leave reason, Work Type, Location, Division, Visibility. Some parameters are dependent on your agency data in VRS Navigator.

