

VSDP Employer Training Guide

Short-Term Disability and Long-Term Disability Management

April 2015



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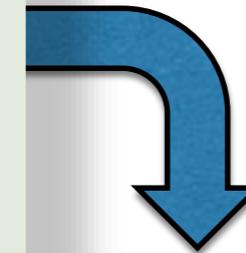
www.reedgroup.com

What You Will Learn



How this transition impacts you and your employees

- New notification processes
- Reed Group services
- Information exchange and technology
- LeavePro™ Self-Service Portal
- New Daily Action Report (DAR)
- Roles of service teams
- Education & Outreach services
- Managing employee communication
- Getting help



Please refer to the “Test Your Knowledge” sheet in your training packet

Introduction to the Managed Disability TPA Transition to Reed Group

Your third-party administrator (or, TPA) for Short-Term Disability and Long-Term Disability management is changing from Unum to Reed Group on May 1, 2015

Even though a change is ahead, all plan benefits remain the same

Reed Group provides numerous services and tools that benefit you as an employer:

- We **assign nurse case managers** to every claim
- Our case management services are consistent and in compliance with your disability plans, and always with a **focus on medically appropriate return to work**
- Our systems **automate tasks** that are the common source of manual errors when submitting claims
- Eligible **member information** is integrated into our systems

Why Reed Group?

We help you manage
employee disability absence

- **absence management** administration
- integrated **technology** solutions
- **clinical model** that
reference to Disability Guidelines
- focus on **medically appropriate return
to work**

Employers and employees have access to a
Self-Service Portal called LeavePro™.

- online **website**
- access **reports**
- check **non-clinical** disability claims
statuses
- assures medical claim detail for your
employees is **completely secured**

Visit reedgroup.com for more information



What Exactly Changes on May 1?

As of Apr 30		On May 1 and After
Long-Term Disability Claims Information	Long-Term Disability claims information is provided to VRS from Unum	Long-Term Disability claims information is provided to VRS from Reed Group
		have ended
		Contact Unum for: Short-Term Disability claims with a Date of Disability prior to May 1
		distributed to designated contacts
		Employers are no longer contacted for salary information; Employers continue to be contacted for disability credits

What is Different with Reed Group?

Different Self-Service Portal

Please visit www.reedgroup.com/vsdp-claims to access the portal.

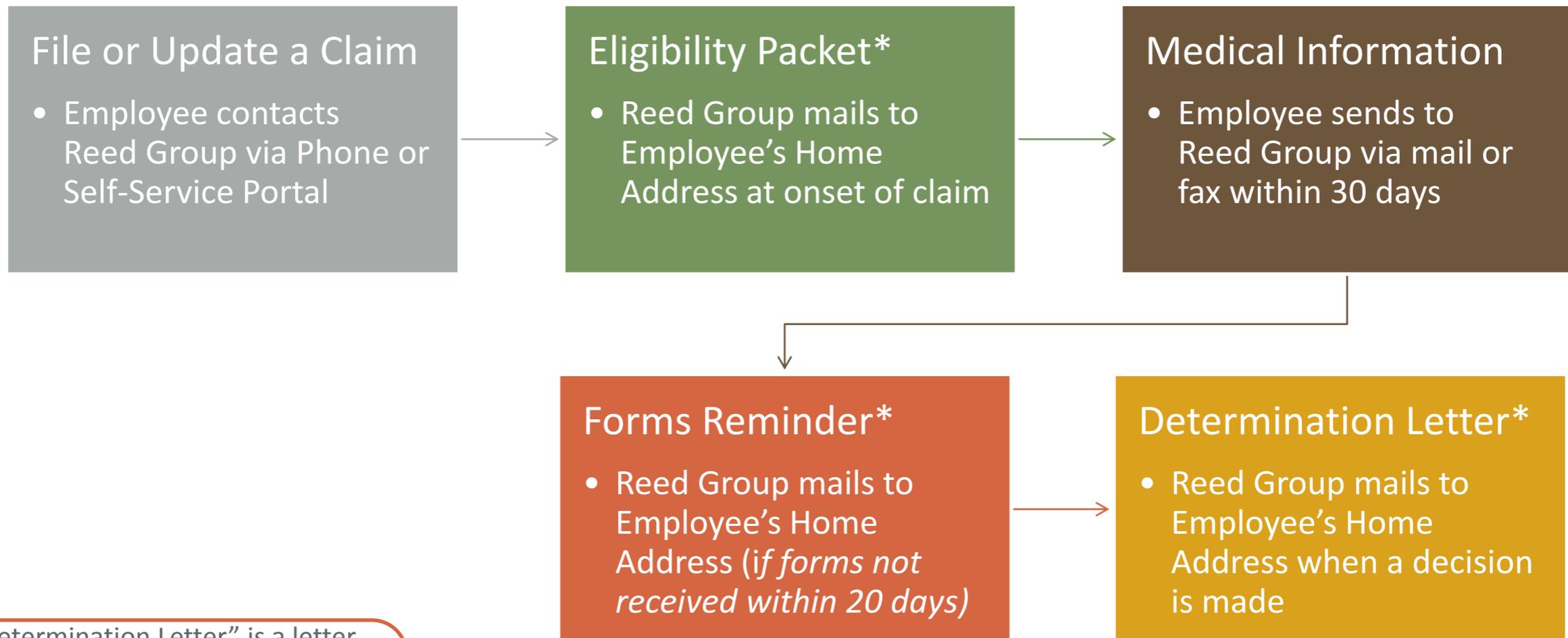
- Training, upcoming events
- Run reports (ad hoc, automatic, recurring reports)
- Check on disability claims for your employees
- Check that medical records have been received
- Confirm a return to work date
- And request a change to an existing disability claim

We're going to talk about

processes

that **impact you and your employees...**

Short-Term Disability Process



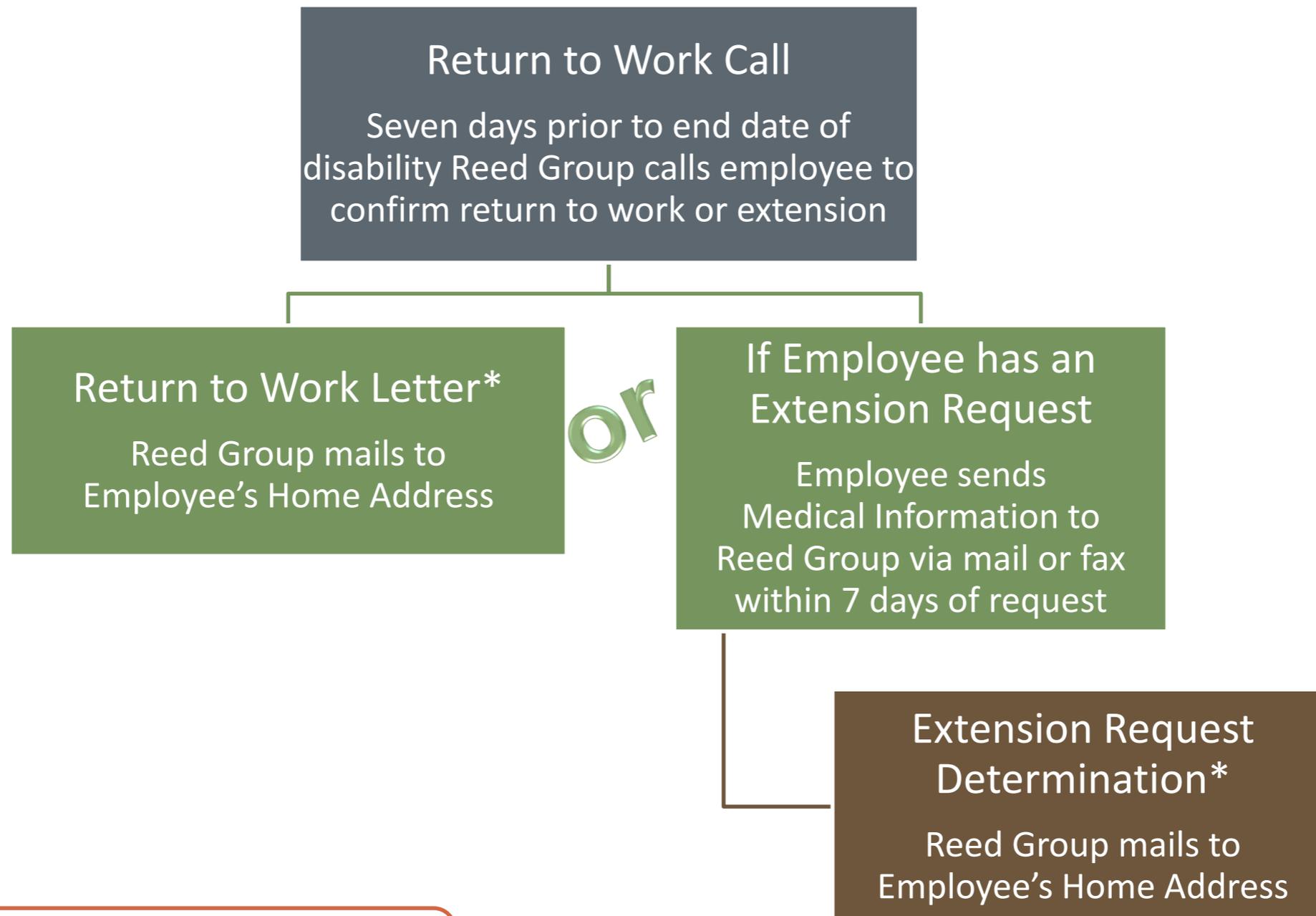
"Determination Letter" is a letter from Reed Group approving or denying the claim. If the claim is denied, the letter will include information about the appeal process

Examples of Forms Requested:

- Attending Physician Statement
- Authorization for Release of Medical Information

*notice also sent to Employer's work email address

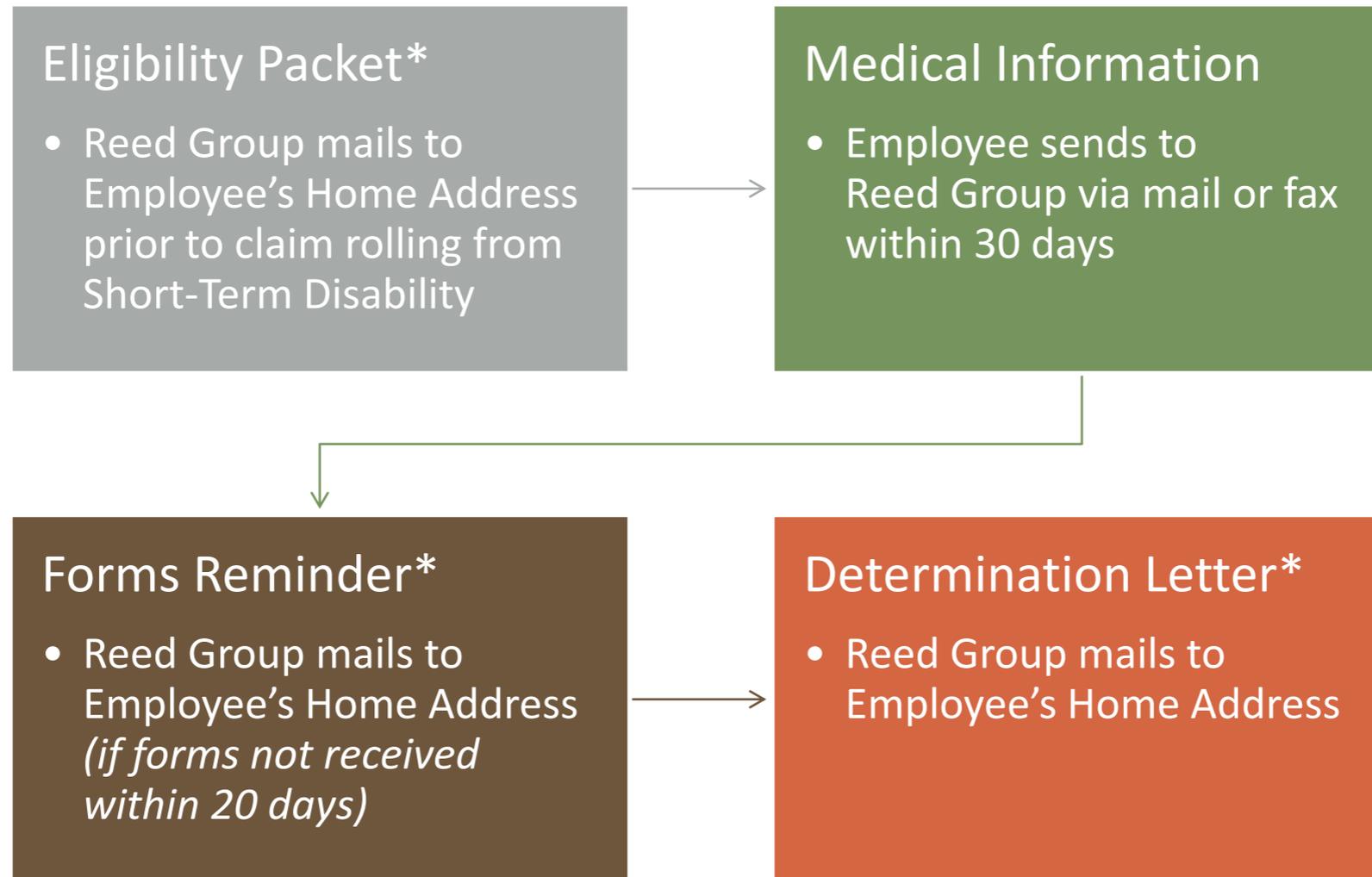
Return to Work Process



An Extension may be requested at any time including after leave approval and does not need to wait for the Return to Work Call

*notice also sent to Employer's work email address

Long-Term Disability Process

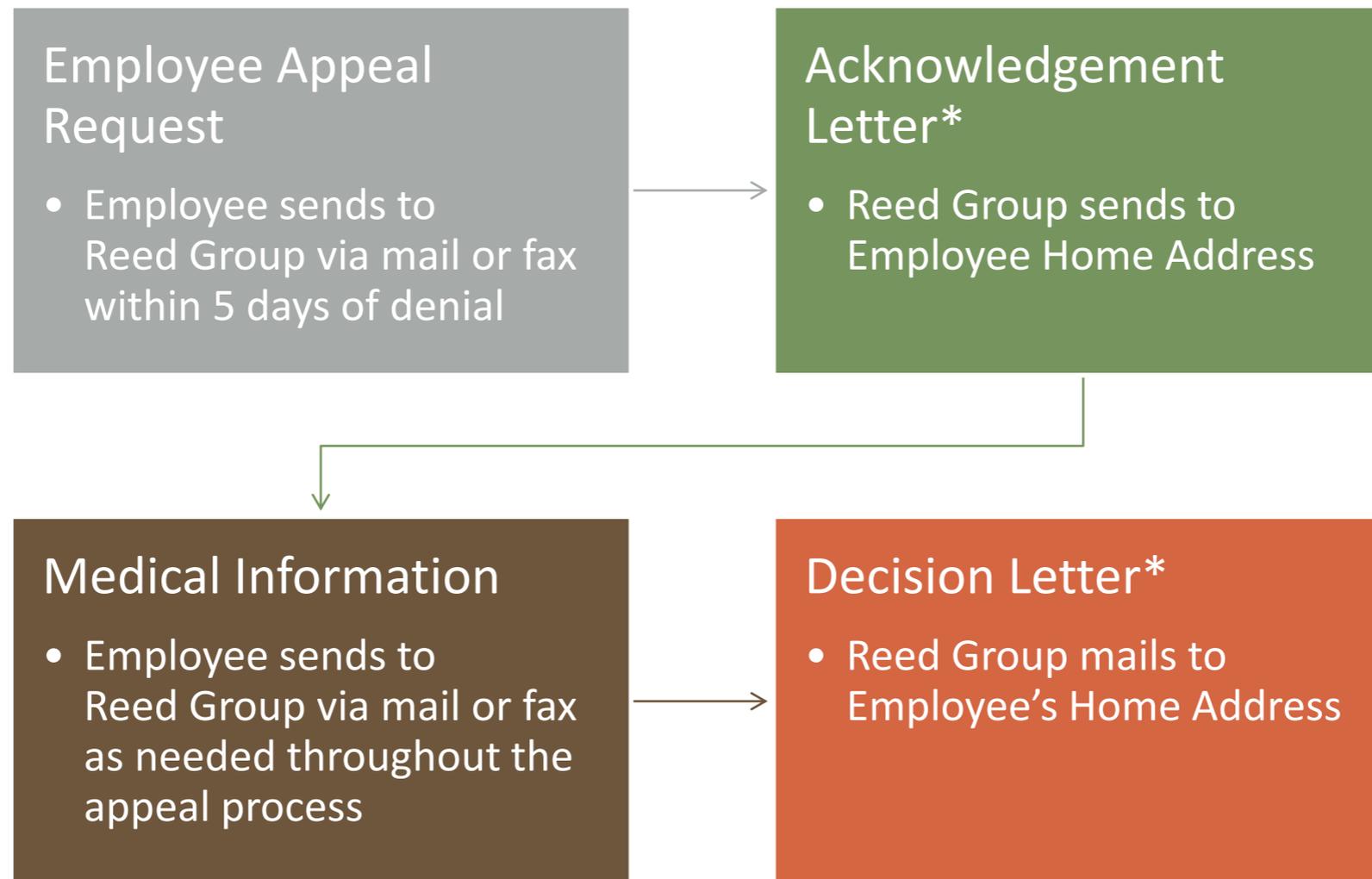


Examples of Forms Requested:

- Long-Term Disability Repayment Agreement
- Request for Health Insurance Credit (VRS-45)
- W-4 Form

*notice also sent to Employer's work email address

Appeals Process



The Determination Letter that was sent when claim was denied includes information about the appeal process

*notice also sent to Employer's work email address

What Stays The Same?

Reed Group provides services as documented in the Virginia Sickness and Disability Program Handbook for State Employees:

- Scope of Reed Group Services
- Coordination with Other Benefits
- Non-clinical claims Information Employers are Allowed to See

Scope of Reed Group Services

New and Updated Short-Term Disability Claims

Income replacement levels

Return to work determination

Catastrophic condition

Major chronic condition

Transition to Long-Term Disability

Work-related and non-work-related disabilities

Coordination with Other Benefits

Workers' Compensation

Social Security Disability Insurance

Outside income or other benefits for the same disability

VSDP Long-Term Care*

*indirectly via a report sent to VRS

Non-Clinical Claim Information Employers are Authorized to See

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



Virginia Retirement System

Information Exchange and Technology



A

Initial Employee eligibility information sent from VRS Navigator to Reed Group

Employee provides to Agency and Agency provides to VRS Navigator:
Employee home address of
123 Maple Lane

Both VRS Navigator and Reed Group have Employee home address of:
123 Maple Lane

B

Employee information updated directly in Reed Group systems overrides "A"

Employee provides to Reed Group upon Short-Term Disability intake:
Employee home address of
456 Ash Street

VRS Navigator has address of
123 Maple Lane
and Reed Group has address of
456 Ash Street

C

New VRS Navigator information overrides "B"

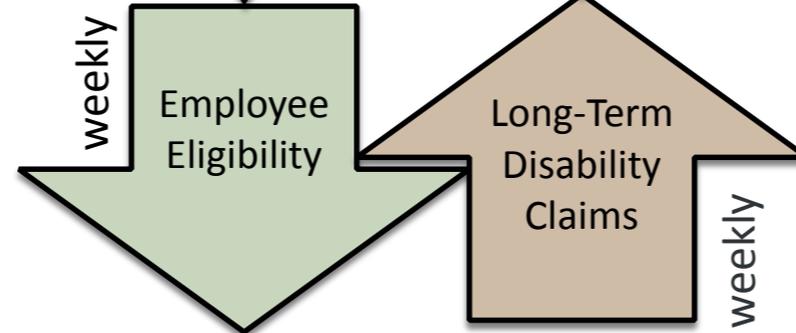
Employee provides to Agency and Agency provides to VRS Navigator:
Employee home address of
789 Oak Circle

VRS Navigator has address of
789 Oak Circle
and Reed Group has address of
789 Oak Circle



Virginia Retirement System

Information Exchange and Technology



email

LeavePro™

Employer Notifications

- Eligibility
- Medical Information Request
- Forms Reminder
- Determination
- Return to work Date
- Extension Request
- Extension Request Determination

Reports

- You may request an email alert when either an Ad-Hoc or subscription report is available

Employer Reports

- Ad-Hoc, Scheduled, Recurring
- Parameters: Dates, Reason, Location
- Excel, CSV, PDF

Disability Claims

- Search for an employee
- View employee information
- View and print non-clinical claim information
- Create new leave request
- Change dates of leave request
- Cancel leave request

Employers and employees access to a Claims Home Page specifically designed for VSDP:

www.reedgroup.com/vsdp-claims

- News
- Upcoming events
- Employer Tools:
 - Training Guide for Employers
 - Quick Reference Card (QRC)
 - Reference Manual
 - Employee Toolkit
 - Access Request Forms
- Employee Tools:
 - Training Guide for Employees
 - Member Wallet Cards
- Self-Service Portal

ReedGroup® 800 347 7443 Q Search

Customers Products We Solve About Us Career Opportunities Contact Us Blog

Welcome VSDP Members! Log into [LeavePro™ Self Service Portal](#) to file or check on a claim, run reports, confirm a return-to-work date, check on medical records receipt and more!

This is your portal for Virginia Sickness and Disability Program Disability Claims Administration

News: Training Materials:

Short-Term Disability and Long-Term Disability management has changed from Unum to Reed Group as of May 1, 2015. [Read more](#)

Employees: [Employee Quick Reference](#)
[Employee Guide to Using LeavePro™ PDF](#)
[Employee Guide to Using LeavePro™ Online](#)

Download Forms: Employers: [Employer Quick Reference](#)
[Employer Guide to Using LeavePro™ PDF](#)
[Employer Guide to Using LeavePro™ Online](#)
[Employer Communication ToolKit](#)

[Member Wallet Card](#)
[A](#)
[B](#)
[C](#)

Who Does What > Roles of Service Teams

Reed Group

- **Account Management**
 - Three Reed Group Account Coordinators are based in Virginia to partner with you, providing increased personalized attention to employer requests.
 - Escalations, LeavePro™ Self-Service Portal, Training, Reports and Access Requests
- **Service Center**
 - **Disability Claims Processing**
 - **Nurse Case Managers**

VRS Customer Contact Center

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

Education & Outreach Services

- For employers
- What Reed Group looks like to employees
- Talking points for employees
- Email template for employees
- Access requests

Education & Outreach Services for Employers

Three Reed Group Account Coordinators are based in Virginia with responsibility for providing High-Touch Services for Employers.

Our job is to serve you, so you can best serve your employees.



During the first quarter of transition, we are providing the following specialized services to help your organization implement effective change:

- Online meetings to provide answers to questions as they arises
 - WebEx support calls
- On-site visit to focus on special needs of your agency
 - Reach out to employers who did not attend training – (in person or WebEx training by region)
 - On-going in-person training and support as needed
 - Participation in on-going employer roundtable sessions

Toolkit: What Reed Group looks like to employees

Wallet Card



No action needs to be taken by employees

Put simply....

The phone number and website are changing

Toolkit: Answers to Employee Questions

**Even though a change is ahead,
all plan benefits remain the same**

What is the benefit to employees?

- **Clinical expertise** that provides better care while on disability
- **Improved service**, processing and website for managing disability claims

What is changing?

- **Phone number and website** for filing disability claims
- **No action** needs to be taken by other employees

• On **May 1** and after:

- Contact **Reed Group** Service Center for Short Term Disability claims with a Date of Disability **May 1** and after and all Long-Term Disability claims: 877-928-7021
- Contact **Unum** for Short Term Disability claims with a Date of Disability prior to **May 1**: 1-800-652-5602

Who to Call

- Call your employer for questions about the transition

**Call the VRS Customer Contact Center at
888-VARETIR (888-827-3847)**

Toolkit: LeavePro™ Access Request Form

You may need to complete an Access Request form if:

- LeavePro™ Registration doesn't work
- Changes in responsibilities (who should / should not access employee non-clinical claims information)
- Current UNUM access is not correct
 - o LeavePro™
 - o Notifications
 - o Daily Action Report
 - o Peer/Business Partner

IMPORTANT! Access is dependent on how your Agency's data is set up in VRS Navigator. Contact Reed Group Account Coordinators for Agency-specific information.

Form can be found at:

www.reedgroup.com/vsdp-claims

ReedGroup

LeavePro™ Employer Access Request Form

Agency Name _____ Agency Code _____

Access Request: (complete the information below for the person who will get access)	
Name: _____ Title: _____ Email: _____ Phone Number: _____ VRS CUSTOMER ID: _____	ADD: <input type="checkbox"/> LeavePro™ <input type="checkbox"/> Notifications <input type="checkbox"/> Daily Action Report <input type="checkbox"/> Peer/Business Partner _____ Manage for Me
Access Termination: (complete the information below for the person whose access will be removed)	
Name: _____ Title: _____ Email: _____ Phone Number: _____ VRS CUSTOMER ID: _____	REMOVE: <input type="checkbox"/> LeavePro™ <input type="checkbox"/> Notifications <input type="checkbox"/> Daily Action Report <input type="checkbox"/> Peer/Business Partner _____ Manage for Me

Use next page for more requests

Security Administrator Name (please print) _____ Title _____

Security Administrator Signature _____ Date _____

Send Completed Form (including approval signatures and page 2 if used) to Email: vdpsupport@reedgroup.com

If you are unable to send an approved form with signatures via email, a forwarded email with approval from the Security Administrator is acceptable

Or mail completed form to:
P.O. Box 6248
Broomfield, CO 80021

For Reed Group's Use Only
VRS Approval _____
<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved Reason: Other Notes

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Toolkit: Contact Information

Disability Plan Rules	Claims Processing	For Employers Only: Escalations, LeavePro™ Self-Service Portal, Training, Reports and Access Requests
<p>VRS Customer Care Center</p> <p>888-varetire 888-827-3847</p> <p>www.varetire.org/VSDP-ER</p>	<p>Reed Group Service Center</p> <p>877-928-7021</p> <p>P.O. Box 6248 Broomfield, CO 80021</p> <p>www.reedgroup.com/vsdp-claims</p> <p>Fax: 720-456-4784</p>	<p>Reed Group Account Coordinators</p> <p>VDPsupport@reedgroup.com</p> <p>844-507-5391</p>