VSDP Employer Training Guide
Short-Term Disability and Long-Term Disability Management
Revised July 2017

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What You Will Learn

The Journey Begins
- Transition to a New Third-Party Administrator
- Training for Employers
- Employee Benefits Remain the Same

How this transition impacts you and your employees

- New notification processes
- ReedGroup 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

The Finish Line
- High-Touch Services to Help Navigate Unique Circumstances and Complex Benefits
- Improved Reporting and Self-Service Portal for Tracking Claims
- Accuracy, Timeliness and Service Excellence

Introduction to the Managed Disability TPA Transition to ReedGroup

Effective May 1, 2015 your third-party administrator (or, TPA) for Short-Term Disability and Long-Term Disability management is ReedGroup.

All plan benefits remain the same.

ReedGroup 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 ReedGroup?

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 is Different with ReedGroup?

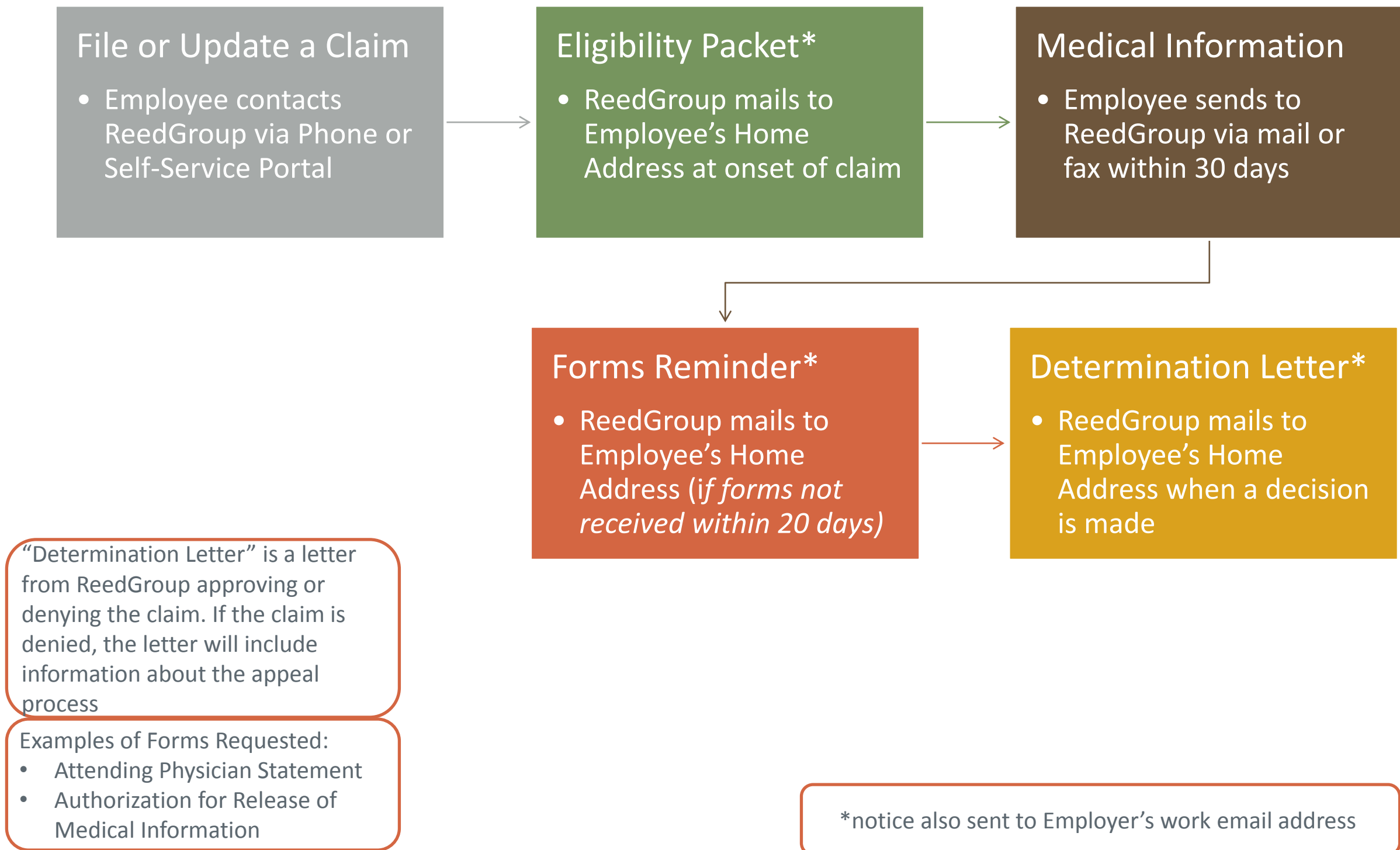| Different Self-Service Portal	Please visit www.reedgroup.com/vsdp-claims to access the portal. • Training, upcoming events • Run reports (ad hoc, automatic, recurring reports) • Check on disability claims for your employees • Check that medical records have been received • Confirm a return to work date • And request a change to an existing disability claim

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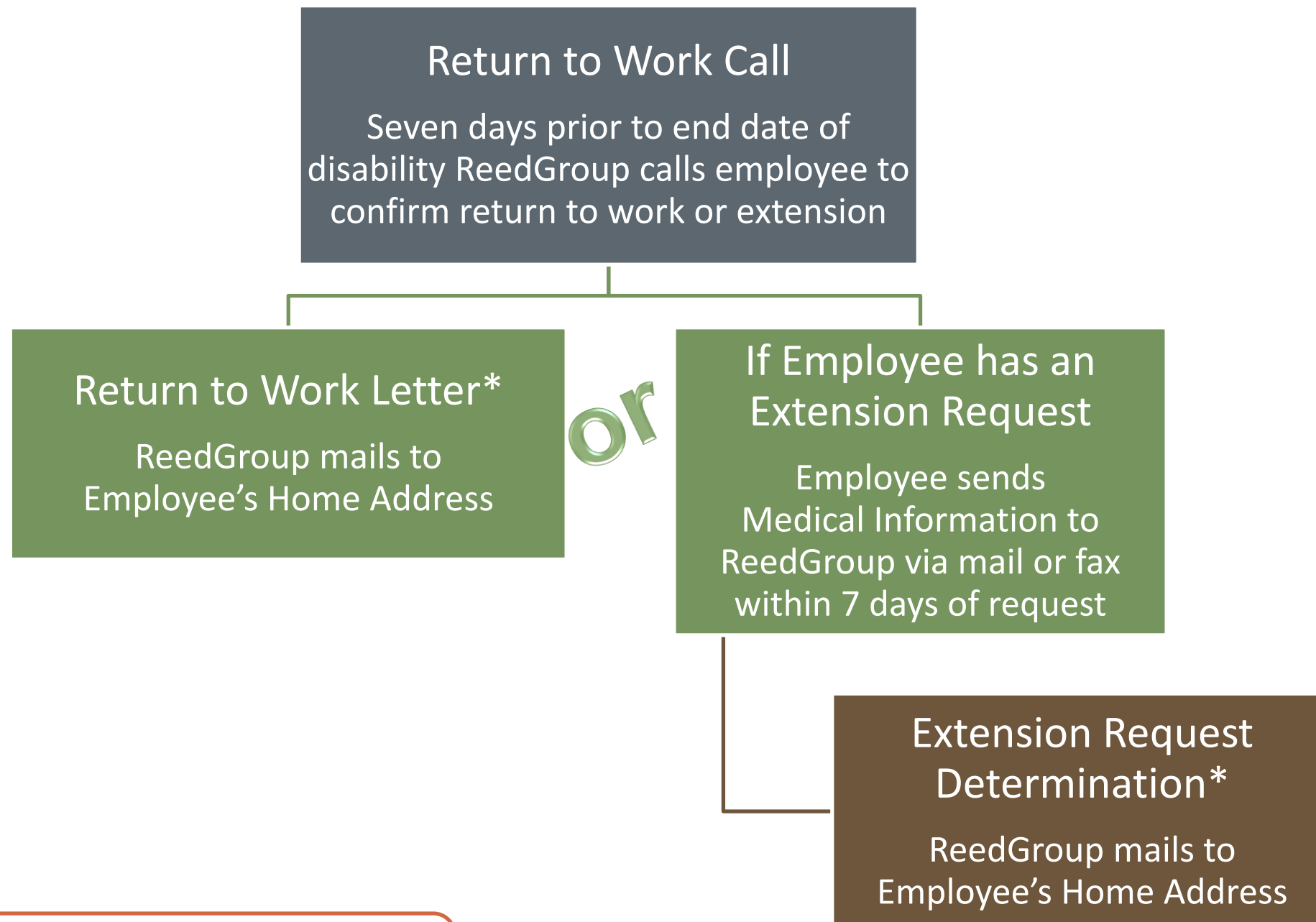
We're going to talk about

processes

that **impact you and your employees**…

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Short-Term Disability Process

File or Update a Claim

- Employee contacts ReedGroup via Phone or Self-Service Portal

Eligibility Packet*

- ReedGroup mails to Employee's Home Address at onset of claim

Medical Information

- Employee sends to ReedGroup via mail or fax within 30 days

Forms Reminder*

- ReedGroup mails to Employee's Home Address (i*f forms not received within 20 days)*

Determination Letter*

- ReedGroup mails to Employee's Home Address when a decision is made

"Determination Letter" is a letter from ReedGroup 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

Return to Work Call

Seven days prior to end date of disability ReedGroup calls employee to confirm return to work or extension

Return to Work Letter*

ReedGroup mails to Employee's Home Address

or

If Employee has an Extension Request

Employee sends Medical Information to ReedGroup via mail or fax within 7 days of request

Extension Request Determination*

ReedGroup mails to Employee's Home Address

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

Eligibility Packet*
- ReedGroup mails to Employee's Home Address prior to claim rolling from Short-Term Disability

Medical Information
- Employee sends to ReedGroup via mail or fax within 30 days

Forms Reminder*
- ReedGroup mails to Employee's Home Address *(if forms not received within 20 days)*

Determination Letter*
- ReedGroup mails to Employee's Home Address
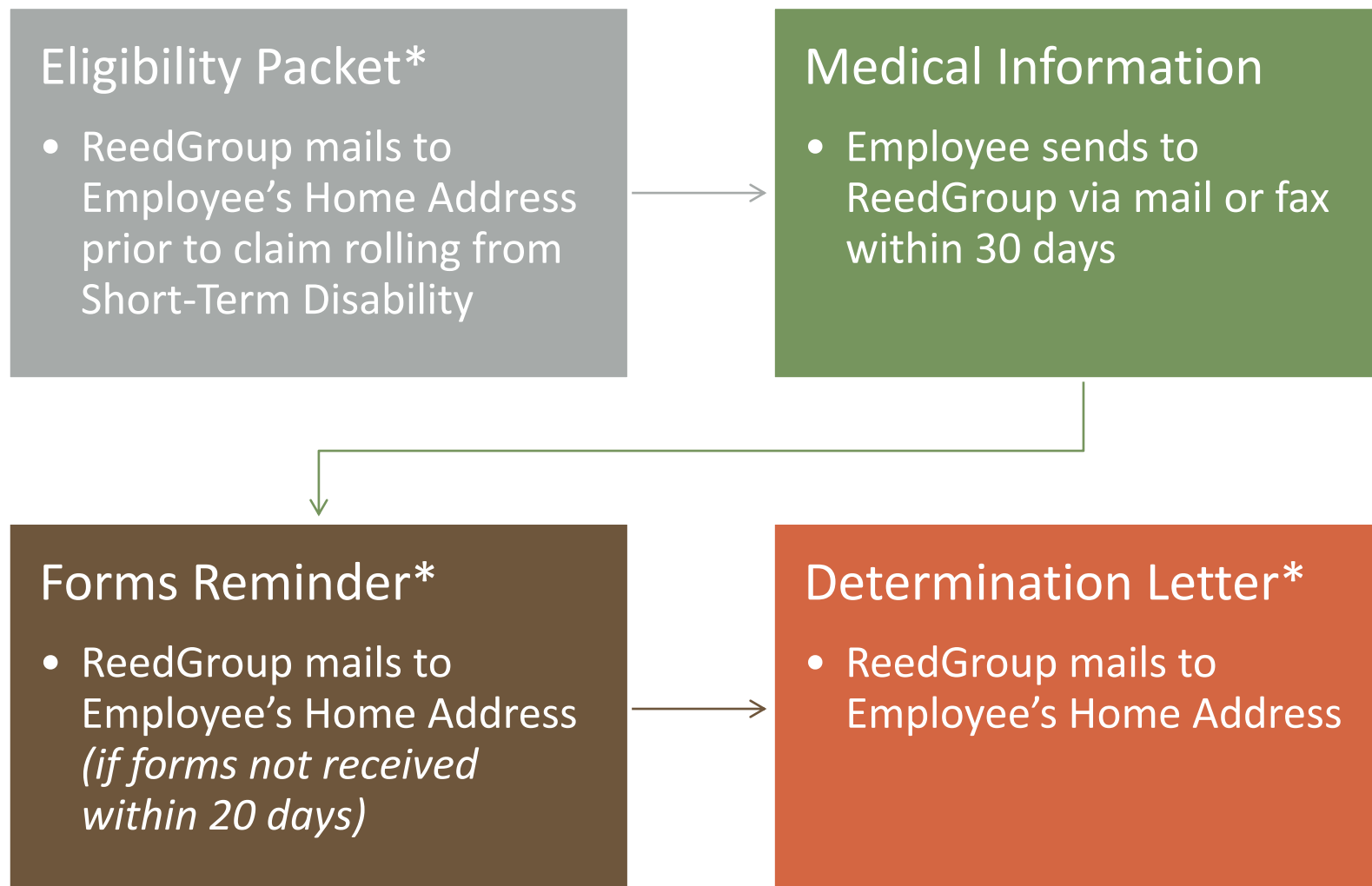
Examples of Forms Requested:
- Long-Term Disability Repayment Agreement
- Request for Health Insurance Credit (VRS-45)
- W-4 Form

*notice also sent to Employer's work email address

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Appeals Process

Employee Appeal Request
- Employee sends to ReedGroup via mail or fax within 5 days of denial

Acknowledgement Letter*
- ReedGroup sends to Employee Home Address

Medical Information
- Employee sends to ReedGroup via mail or fax as needed throughout the appeal process

Decision Letter*
- ReedGroup mails to Employee's Home Address
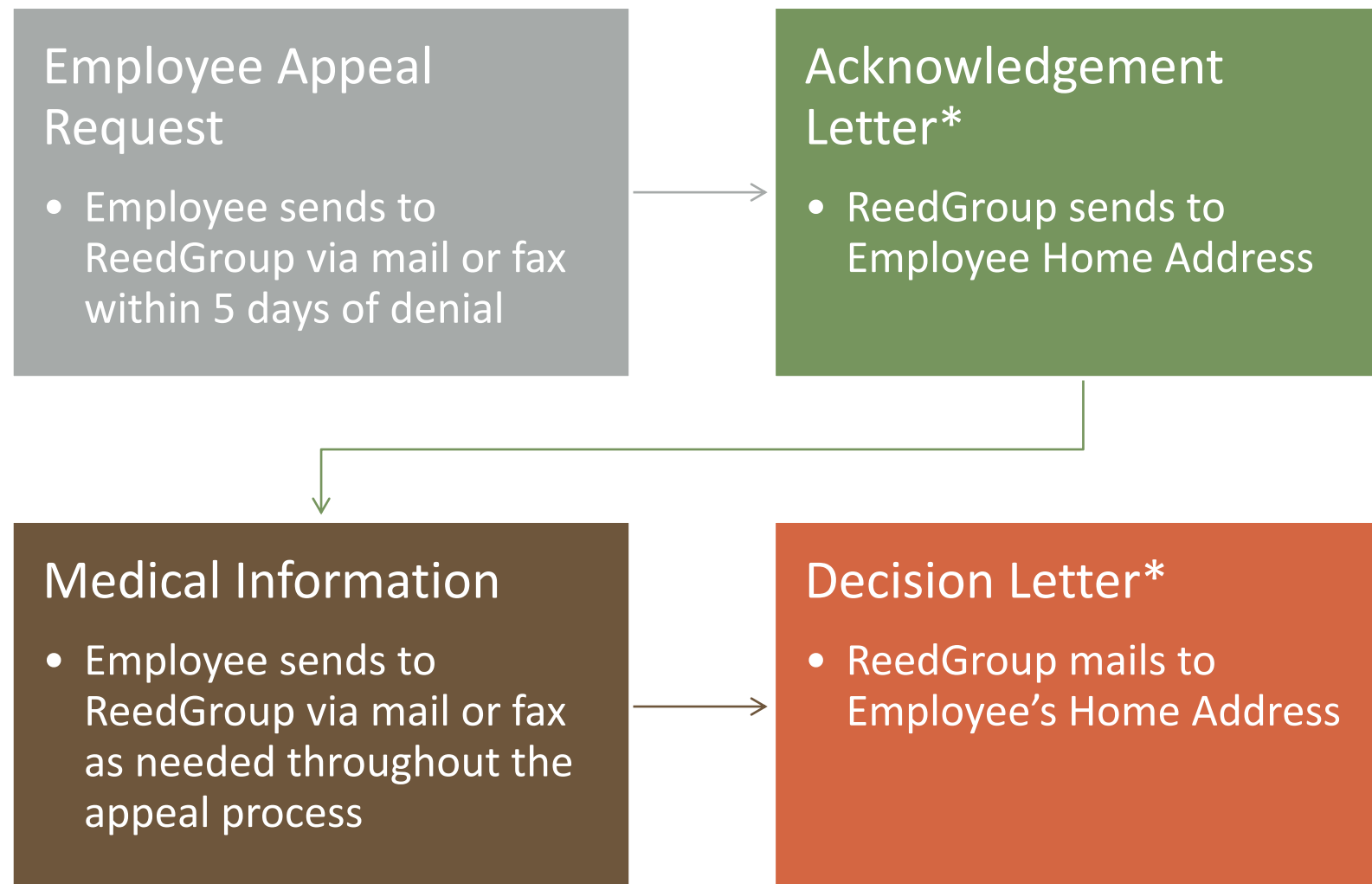
The Determination Letter that was sent when claim was denied includes information about the appeal process

*notice also sent to Employer's work email address

What Stays The Same?

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

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

Scope of ReedGroup 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

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weekly
Employee
Eligibility

ReedGroup

A	Initial Employee eligibility information sent from VRS Navigator to ReedGroup	Employee provides to Agency and Agency provides to VRS Navigator: Employee home address of **123 Maple Lane**	Both VRS Navigator and ReedGroup have Employee home address of: **123 Maple Lane**
B	Employee information updated directly in ReedGroup systems overrides "A"	Employee provides to ReedGroup upon Short-Term Disability intake: Employee home address of **456 Ash Street**	VRS Navigator has address of **123 Maple Lane** and ReedGroup 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 ReedGroup has address of **789 Oak Circle**

Information Exchange and Technology

Virginia Retirement System

weekly — Employee Eligibility

Long-Term Disability Claims — weekly

ReedGroup®
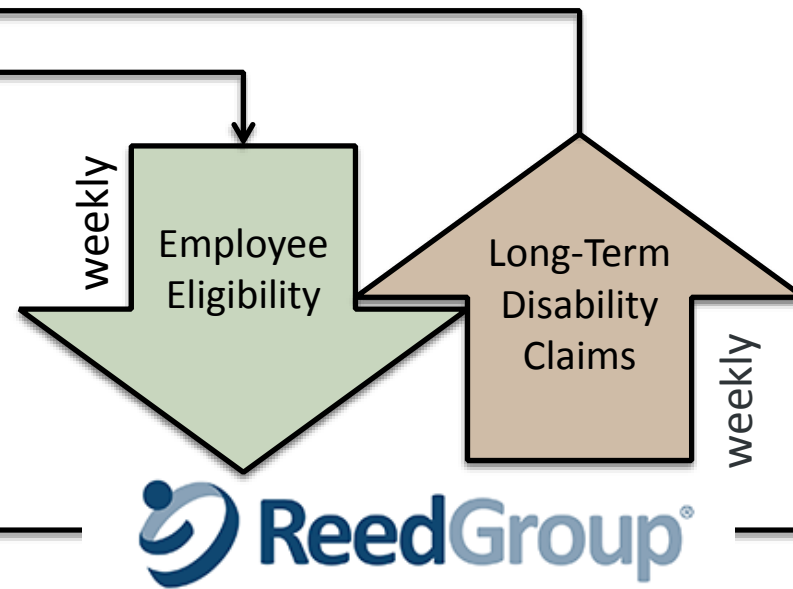
email

Employer Notifications	Reports
• Eligibility • Medical Information Request • Forms Reminder • Determination • Return to work Date • Extension Request • Extension Request Determination	• You may request an email alert when either an Ad-Hoc or subscription report is available

LeavePro™

Employer Reports	Disability Claims
• Ad-Hoc, Scheduled, Recurring • Parameters: Dates, Reason, Location • Excel, CSV, PDF	• 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

Who Does What **>** Roles of Service Teams

ReedGroup

- **Account Management**
  - Three ReedGroup Account Concierges are based in Virginia to partner with you, providing increased personalized attention to employer requests.
  - Escalations, LeaveProTM 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 ReedGroup looks like to employees
- Talking points for employees
- Email template for employees
- Access requests

Education & Outreach Services for Employers

Three ReedGroup 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.

Account Concierges　　　　　　　　　　　**Employers**　　　　　　　**Employees**

We provide the following specialized services to help your organization implement effective change:

- o Online meetings to provide answers to questions as they arises
  - WebEx support calls

- o On-site visit to focus on special needs of your agency
  - On-going in-person training and support as needed
  - Participation in on-going employer roundtable sessions

What ReedGroup looks like to employees

Wallet Card

Employees should contact ReedGroup to open a new claim.

Agencies should contact VDPSupport@reedgroup.com to request additional wallet cards.

LeavePro^{tm} Access Request Form
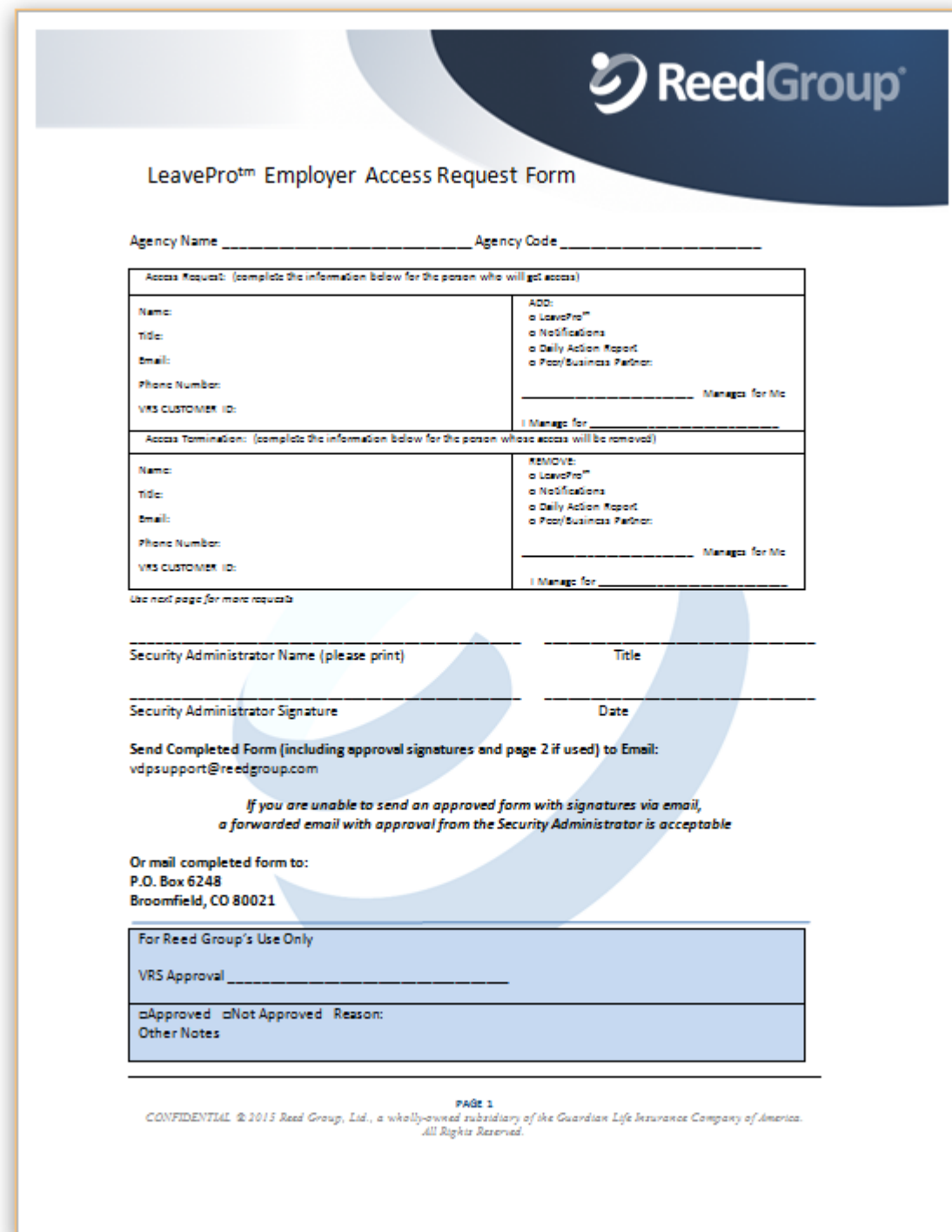
You may need to complete an Access Request form if:

- LeavePro^{tm} Registration doesn't work
- Changes in responsibilities (who should / should not access employee non-clinical claims information)
- Current access is not correct
  - o LeavePro^{tm}
  - 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 ReedGroup Account Concierges for agency-specific information.

Form can be found at:
www.reedgroup.com/vsdp-claims

Contact Information

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

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