

VLDP Employer Training Guide

Short-Term Disability and Long-Term Disability Management

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What You Will Learn



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



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?

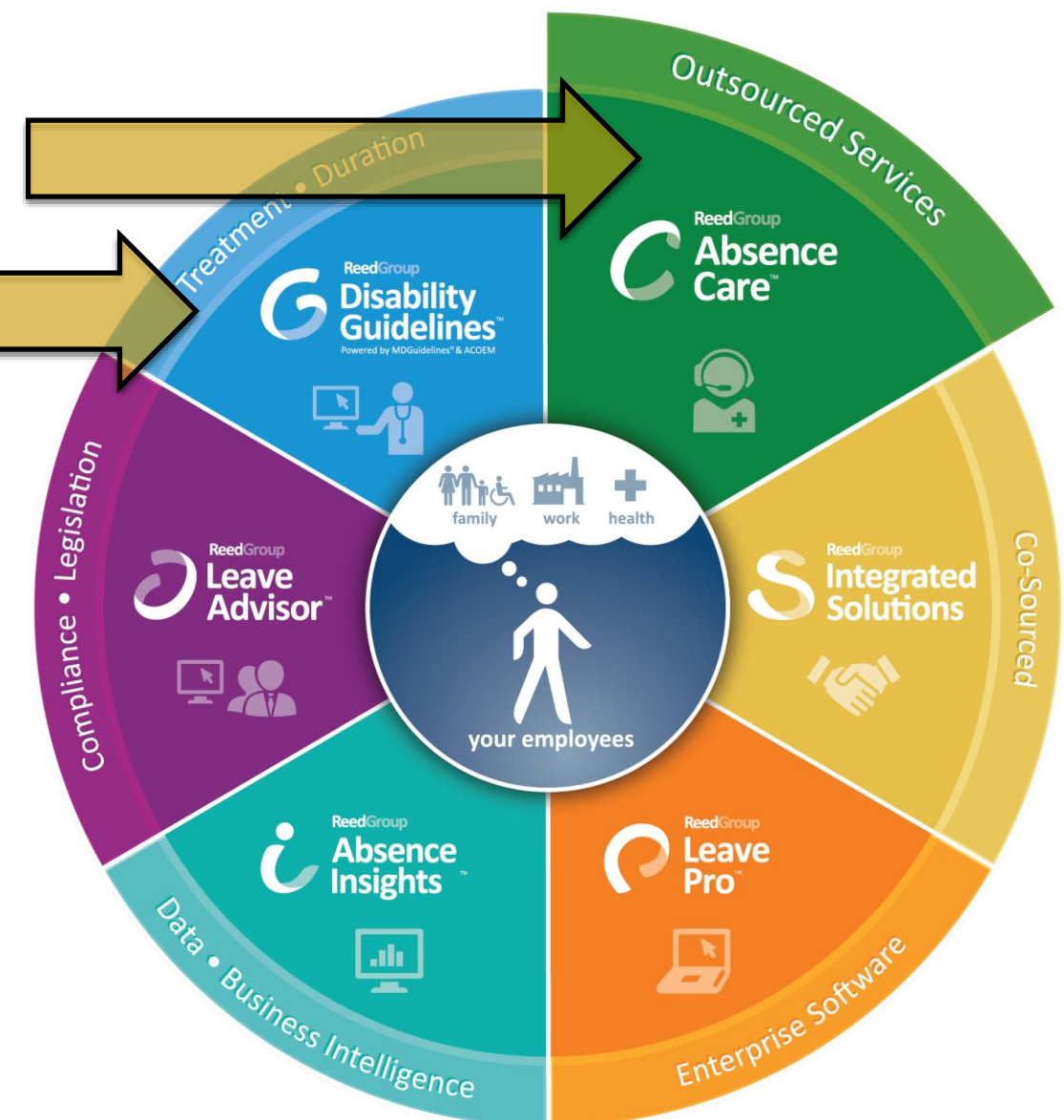
We help you manage
employee disability absence

- **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/vldp-claims to access the portal.

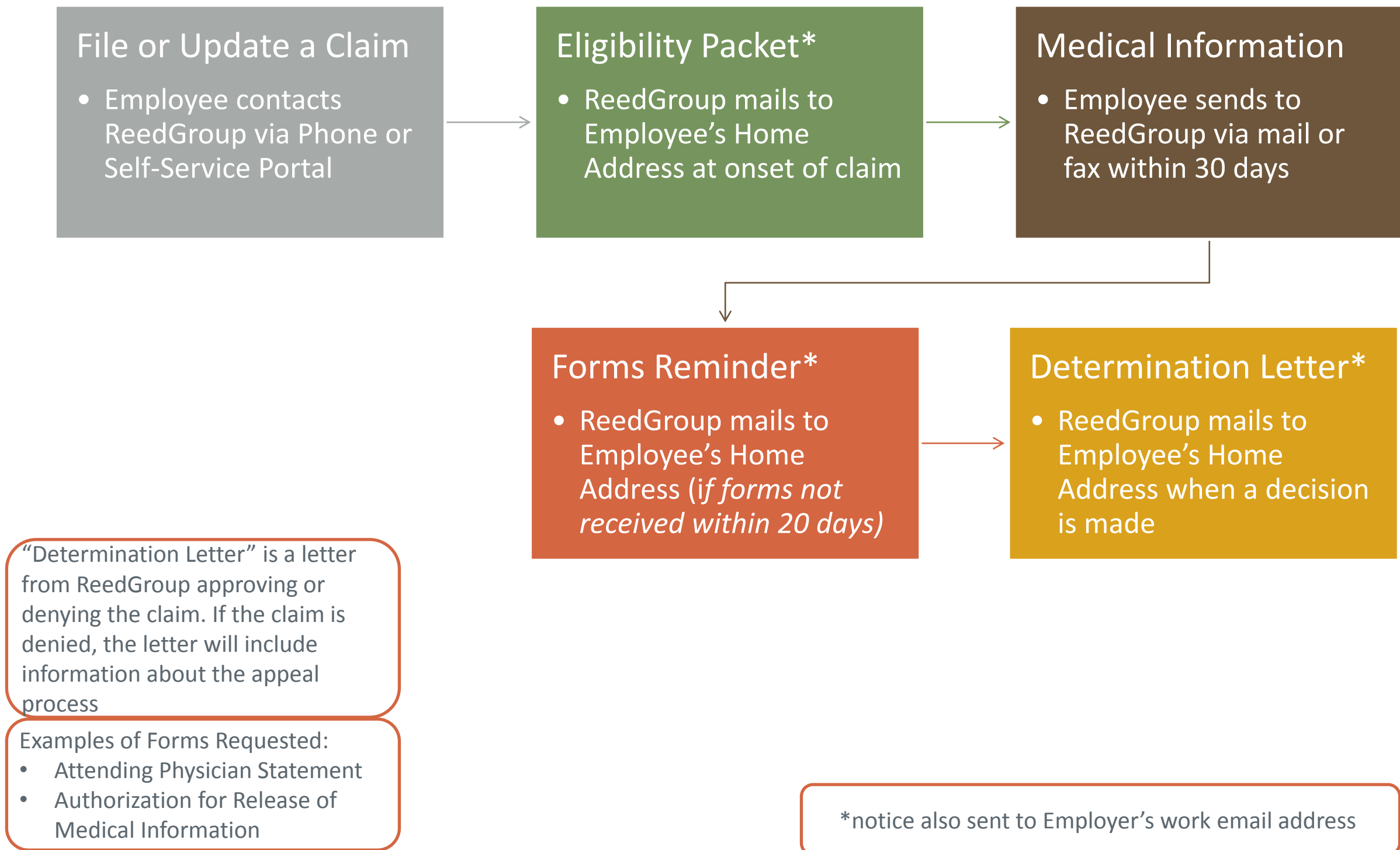
- Training, upcoming events
- Run reports (ad hoc, automatic, recurring reports)
- Check on disability claims for your employees
- Check that medical records have been received
- Confirm a return to work date
- And request a change to an existing disability claim

We're going to talk about

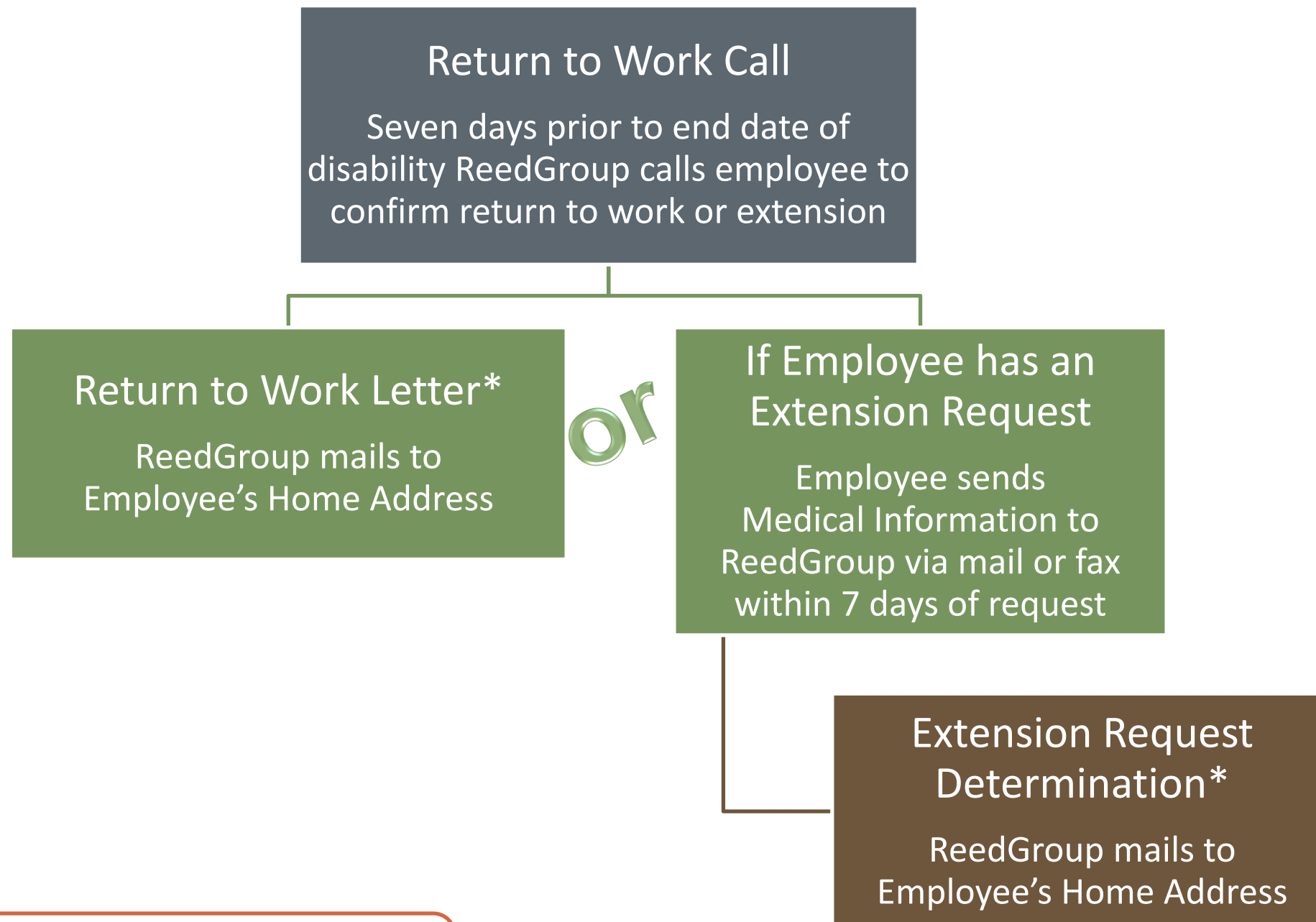
processes

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

Short-Term Disability Process



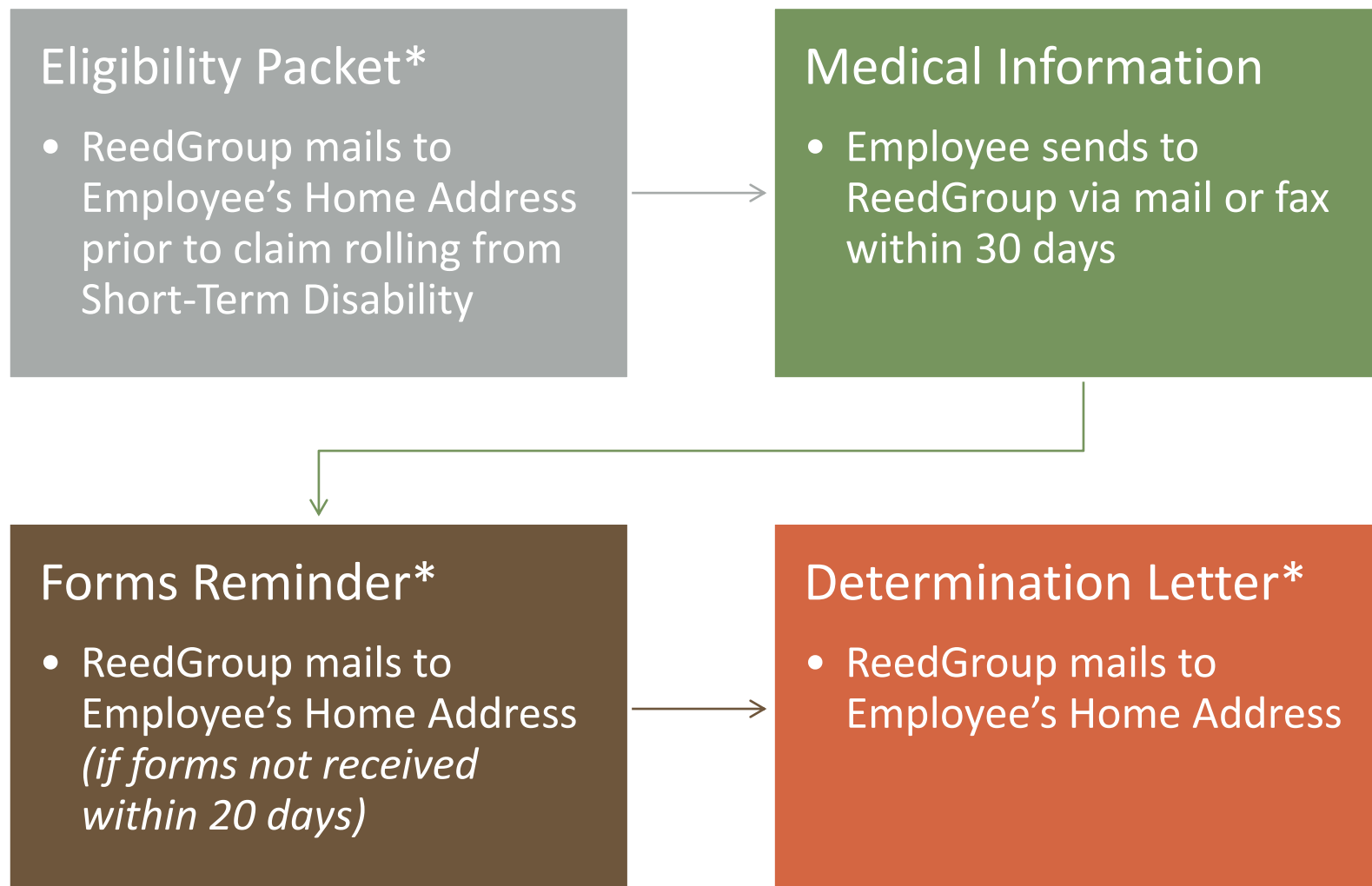
Return to Work Process



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

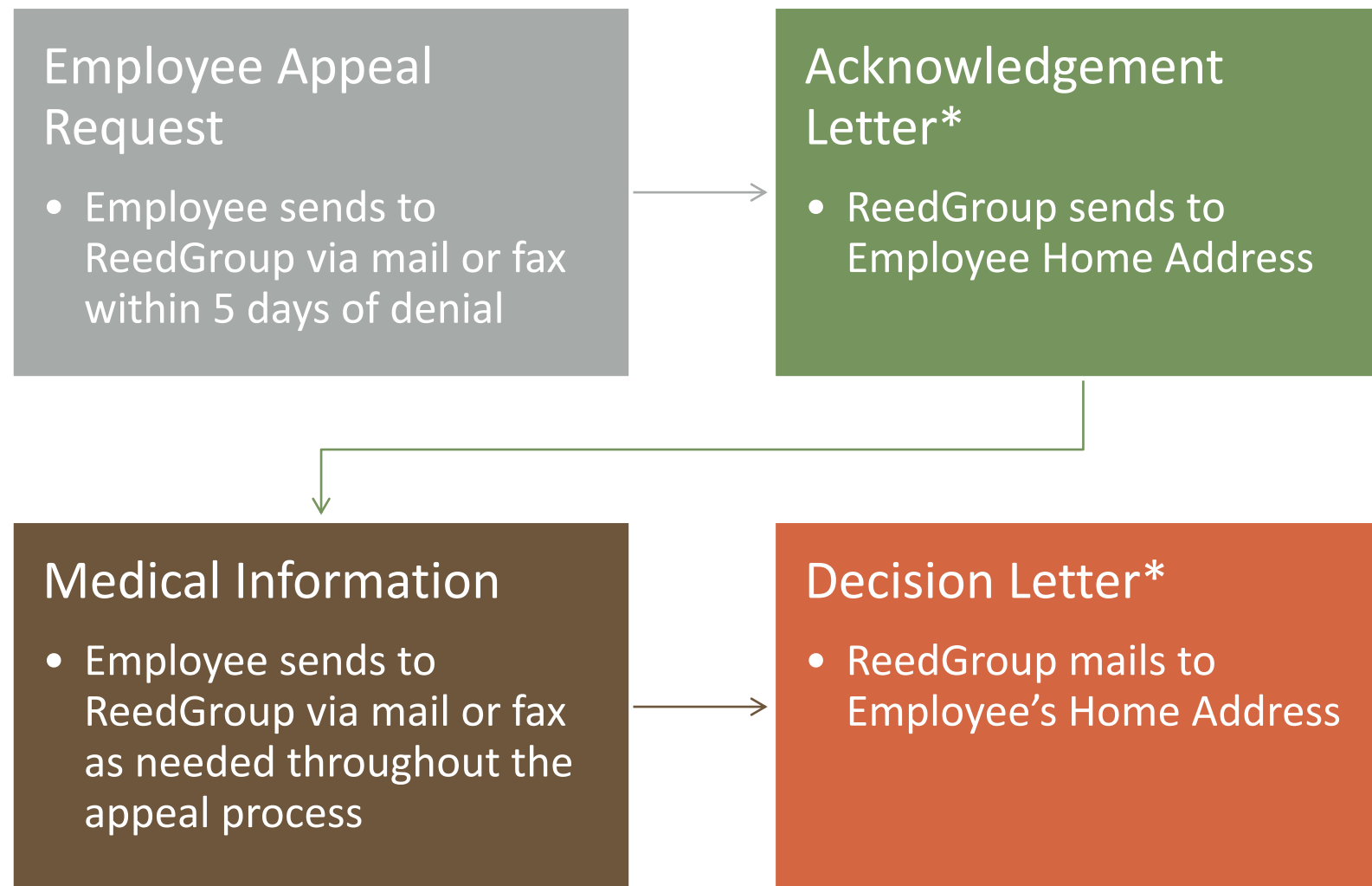


Examples of Forms Requested:

- 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

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

*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

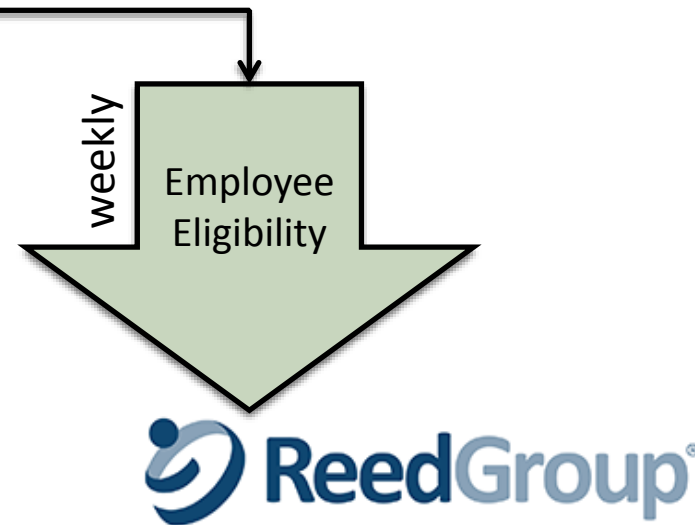
Number of hours a day your employee is able to work

When a case is closed



Virginia
Retirement
System

Information Exchange
and Technology



A

Initial Employee eligibility information sent from VRS Navigator to 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"

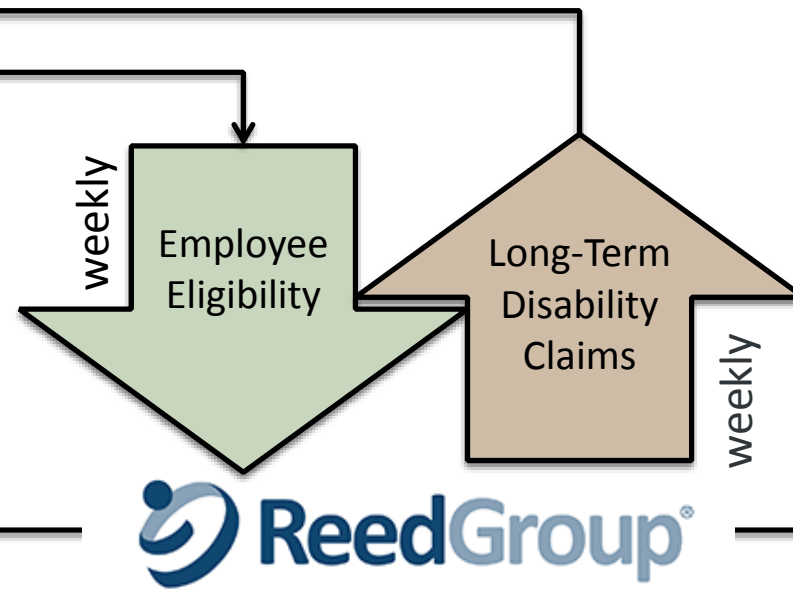
Employee provides to Agency and Agency provides to VRS Navigator:
Employee home address of
789 Oak Circle

VRS Navigator has address of
789 Oak Circle
and ReedGroup has address of
789 Oak Circle



Virginia
Retirement
System

Information Exchange and Technology



email

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

LeavePro™

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

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, 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 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.



We provide 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
 - On-going in-person training and support as needed
 - Participation in on-going employer roundtable sessions

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 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 ReedGroup Account Concierges for agency-specific information.

Form can be found at:

www.reedgroup.com/vldp-claims



The form is titled "LeavePro™ Employer Access Request Form" and features the ReedGroup logo at the top right. It is divided into several sections for data entry:

- Agency Information:** Fields for Agency Name and Agency Code.
- Access Request:** A table for adding new users with columns for Name, Title, Email, Phone Number, VRS CUSTOMER ID, and a list of roles to be added (LeavePro™, Notifications, Daily Action Report, Peer/Business Partner). It includes a "Manage for Me" checkbox.
- Access Termination:** A similar table for removing access, with a "REMOVE" checkbox and the same role list.
- Security Administrator Information:** Fields for Name (please print), Title, Signature, and Date.
- Submission Instructions:** Text stating to send the completed form to vdpsupport@reedgroup.com. It also includes a note: "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:** A section for VRS Approval, with checkboxes for "Approved" and "Not Approved", a "Reason:" field, and "Other Notes".

At the bottom, it is marked "PAGE 1" and includes a confidentiality notice: "CONFIDENTIAL © 2015 Reed Group, Ltd., a wholly-owned subsidiary of the Guardian Life Insurance Company of America. All Rights Reserved."

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/VLDP-ER</p>	<p>ReedGroup Service Center</p> <p>877-928-7021</p> <p>P.O. Box 6248 Broomfield, CO 80021</p> <p>www.reedgroup.com/vldp-claims</p> <p>Fax: 720-456-4784</p>	<p>ReedGroup Account Concierges</p> <p>VDPsupport@reedgroup.com</p> <p>844-507-5391</p>