



State of Delaware
Executive Department
Office of Management & Budget

MEMORANDUM

TO: HR Administrators, Managers, Specialists, School Chiefs,
Business Managers, Benefit and Payroll Representatives

FROM: Leslie Ramsey
Human Resources Specialist V

DATE: November 6, 2008

SUBJECT: Disability Insurance Program (DIP)
New Clinical Intake Process and STD Claim Filing Telephone Number
Effective January 1, 2009

Effective January 1, 2009, The Hartford's *new* "Clinical Intake" process for filing STD claims will begin for State of Delaware employees enrolled in the Disability Insurance Program. "Clinical Intake" means calls will be answered by The Hartford's clinical specialists who will continue to provide the same effective and efficient service previously provided by ability analysts with the added benefit of speaking to someone with medical expertise.

Also beginning on January 1, 2009, all employees enrolled in DIP must call The Hartford's *new* toll-free telephone number of (866) 945-7781 to file a Short Term Disability (STD) claim between the hours of 8:00 a.m. and 8:00 p.m. (ET), Monday through Friday. Through December 31, 2008, your employees should continue to file their STD claim with The Hartford by either calling the current toll-free telephone number of (800) 538-8439 or by filing an online claim at www.TheHartfordAtWork.com, 24/7. (Under the "Access your Account" section, click in "Start a Claim", then click "Start a Short-Term Disability Claim". The claimant must type in the State of Delaware's policy number of 071675 to continue the online submission). The current online claim process will remain unchanged.



Statewide Benefits Office

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We are providing this information to you now as the November 7, 2008 pay advice includes a payroll stuffer announcing the new clinical intake process and The Hartford's new toll-free telephone number for filing STD claims. The new telephone number is a non-working number right now and will be activated by The Hartford mid December 2008. Additionally, an announcement will be placed on our website in mid-December and an article on this information will be published in the December 2008 edition of the State of Delaware's Life Lines newsletter. A supply of updated wallet cards illustrating the new toll-free telephone number as of January 1, 2009 will be provided to each employing organization for distribution to current DIP enrollees by the end of December. An additional supply of wallet cards will be provided to each employing agency along with updated STD and LTD benefit booklets for distribution to new enrollees on or after January 1, 2009. The STD Form letter displayed on HRM's website at <http://www.delawarepersonnel.com/employee/> and our secure "Ben Rep" website at <http://ben.omb.delaware.gov/benrep.asp> will also be updated with The Hartford's new toll-free telephone number. To access our secure "Ben Rep" website, the user name is "benrep" and the password is the current date (mm/dd/yyyy).

Lastly, please remember to notify The Hartford at returntowork@hartfordlife.com and Durae Johann at our *new* return to work email address of returntowork@state.de.us to report the following information:

- Date your employee returned to work;
- Whether your employee is:
 - Returning from STD or from LTD;
 - Returning to work on a part-time or full-time basis;
 - Returning with temporary restrictions and/or limitations, if any;
 - Returning to the same job; and/or
 - Receiving or received Workers Compensation benefits.

Please contact me at (302) 739-8331 or by email at leslie.ramsey@state.de.us if you have questions.