Northwestern Medical Center

Life, Disability, and Voluntary Plans

Policy # 170677

**Ask about additional benefits available with The Standard:**

* [**Dental**](https://www.standard.com/eforms/18713.pdf)**,** [**PolicyLink Vision**](https://www.standard.com/eforms/16812.pdf) **(*add to dental plan in addition to*** [**fully insured vision plans**](http://www.standard.com/eforms/14053.pdf)**)**
* [**Short Term Disability**](http://www.standard.com/eforms/8844.pdf)**,** [**Long Term Disability**](http://www.standard.com/eforms/16544.pdf)
* [**Life/AD&D**](http://www.standard.com/eforms/6958.pdf)**,** [**Additional Life**](http://www.standard.com/eforms/10391.pdf)
* [**Accident**](https://www.standard.com/eforms/17497.pdf)**,** [**Critical Illness**](https://www.standard.com/eforms/17498.pdf)

Employee Benefits Sales and Service Office

401 Edgewater Place, Suite 520 | Wakefield Ma, 01880

Dedicated Account Management

|  |  |  |
| --- | --- | --- |
| **Name and Title** | **Email** | **Phone** |
| **Tom Barry**  **(Primary contact for escalations)**  *Account Manager* | [Tom.Barry@standard.com](mailto:Tom.Barry@standard.com) | 617-529-7344 |

**Billing back-up for Voluntary/Core**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Email** | **Phone** | **Fax** | **Portal Online Administration** | **IT Support** |
| [billingservice@standard.com](mailto:billingservice@standard.com) | 866.851.2429 | 402.328.4028 | [https://login.standard.com](https://login.standard.com/)  (Billing Portal) | 971.321.2580 |

**Life and Disability Premium Payments ONLY**

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| **Remit Payments To:** |
| STANDARD INSURANCE COMPANY  PO BOX 645311  CINCINNATI, OH 45264-5311  \*PLEASE INCLUDE DIVISON NAME, DIVISON # AND POLICY # |

**Evidence of Insurability (EOI) Applications for Medical Underwriting**

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| --- | --- | --- |
| **URL** | **Fax** | **US Mail:** |
| [Online Medical History Statement](http://www.standard.com/mhs) (Preferred)  [Paper Medical History Statement](http://www.standard.com/forms/ebid/mhsonly/index.html) | 971.321.5994 or 971.321.5996 | Standard Insurance Co.  Attn: Medical Underwriting  900 SW 5th Ave  Portland OR 97204 |

**Short Term Disability Claim Filing**

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| --- | --- | --- |
| **New Claims Submission** | | **Mail / Email / Text** |
| URL: | [STD Claim Form](http://www.standard.com/eforms/2047.pdf) | Standard Insurance Company  Employee Benefits Department  PO Box 2800  Portland, OR 97208 |
| FAX: | 800.378.6053 |
| Phone: | 800.368.2859 |
| Email Submission Options – Please include in subject line:  *STD Claim Email address - claimants full name (first and last), group name and policy #* | | [STDForms@standard.com](mailto:STDForms@standard.com) (**unsecured** email) |
| [SecureSTDForms@standard.com](mailto:SecureSTDForms@standard.com) (**secured** email) |
| Claim Status **Text** Alerts (outgoing only): | | Get text alerts on the status of your claim or leave.  Text **STATUS** to **53284** to Opt In. |
| Personal Health Advocate (assistance with your healthcare needs): | | [Health Advocate Select Flyer](https://www.standard.com/eforms/18390.pdf) |
| STD Escalations Alias | | [Y07\_Leaders@standard.com](mailto:Y07_Leaders@standard.com) |

**Long Term Disability Claim Filing**

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| **New Claims Submission** | | **US Mail / Text** |
| URL: | [LTD Claim Form](http://www.standard.com/eforms/3379.pdf)  *\*This claim form is only needed if the claimant doesn’t have STD.* | Standard Insurance Company  Employee Benefits Department  PO Box 2800  Portland, OR 97208 |
| FAX: | 971.321.8400 |
| Phone: | 800.368.1135 |
| Claim Status Text Alerts (outgoing only): | | Get text alerts on the status of your claim or leave.  Text **STATUS** to **53284** to Opt In. |

**Life/AD&D Claim Filing**

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| **New Claim Submission** | | **US Mail:** |
| URL: | [Life Claim Form](http://www.standard.com/eforms/1794.pdf)  [AD&D Claim Form](http://www.standard.com/eforms/2720.pdf) | Standard Insurance Company  Life Benefits Department  P.O. Box 2800  Portland, OR 97208 |
| Email: | [lifepro@standard.com](mailto:lifepro@standard.com) |
| FAX | 888.414.0389 or 971.321.5836 |
| Phone: | 800.628.8600 |

**Life Continued Benefits**

**Accident, Critical Illness, and Hospital Indemnity Claim Filing**

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| **New Claim Submission** | | **US Mail:** |
| URL: | [Accident Claim Form](http://www.standard.com/eforms/17502.pdf)  [Critical Illness Claim Form](http://www.standard.com/eforms/17503.pdf) | Standard Insurance Company  P.O. Box 85508  Lincoln, NE 68501-5508 |
| FAX | 402.328.4029 |
| Phone: | 866.851.5505 |

**Included Value-Added Benefits**

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| **Employee Assistance Program (*included with LTD Plans*):** | |
| * EAP Employee 3 visit Flyer: | [www.standard.com/eforms/17201.pdf](http://www.standard.com/eforms/17201.pdf) |
| * EAP Website: | [www.workhealthlife.com/Standard3](http://www.workhealthlife.com/Standard3) |
| * EAP Services Overview Employer Flyer: | [www.standard.com/eforms/17207.pdf](https://www.standard.com/eforms/17207.pdf) |
| * EAP Management Consultation Services 3 visit: | [www.standard.com/eforms/17205.pdf](https://www.standard.com/eforms/17205.pdf) |
| * EAP 3 Visit Poster | [www.standard.com/eforms/17202.pdf](https://www.standard.com/eforms/17202.pdf) |
| **Travel Assistance (*included with Life Plans*):** |  |
| * Travel Assistance Employee Flyer: | [www.standard.com/eforms/14684.pdf](http://www.standard.com/eforms/14684.pdf%20) |
| * Travel Assistance Program Description: | [www.standard.com/eforms/12061.pdf](https://www.standard.com/eforms/12061.pdf) |
| **Life Service Toolkit (*included with Life Plans*):** |  |
| * Life Services Toolkit Flyer (Employers): | [www.standard.com/eforms/17519.pdf](https://www.standard.com/eforms/17519.pdf) |
| * Life Services Toolkit Flyer (Employees): | [www.standard.com/eforms/17526.pdf](https://www.standard.com/eforms/17526.pdf) |
| * Life Services Toolkit Flyer (Beneficiaries): | [www.standard.com/eforms/17527.pdf](https://www.standard.com/eforms/17527.pdf) |