Customer Contact Sheet

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

Employee Benefits Sales and Service Office

401 Edgewater Place, Suite 520 | Wakefield, MA 01880

Office Phone 781.245.1901 | Fax 781.245.1853

Dedicated Account Management

|  |  |  |
| --- | --- | --- |
| **Name and Title** | **Email** | **Phone** |
| Tom Barry  *Employee Benefits Service Manager* | [tom.barry@standard.com](mailto:tom.barry@standard.com) | 207.780.6765 x0361  Cell 617.529.7344 |
| *Additional Service Team Support* | [teamservice@standard.com](mailto:teamservice@standard.com) | 781.245.1901 |
| *Customer Contact Center* | [Online Email Form](https://www.standard.com/individual/send-message-customer-contact-center) | 888.937.4783 |
| *STD Questions pertaining to Claims* Edwin Otero and Jennifer Tucci  *STD - Sr. Employee Benefits Specialists* | [y07\_leaders@standard.com](mailto:y07_leaders@standard.com) |  |

**Employee Changes (Member Maintenance) – Please send new enrollments for AI and CI so they can be added to our system. Also, let us know of any terminations.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 |
| [prembackup@standard.com](mailto:prembackup@standard.com)  please send your billing backup here each month. Premium, lives and volume |  |  |  |  |

**Life, Disability and Supplemental Premium Payments:**

|  |  |
| --- | --- |
| **Remit Payments To:** | **Online Bill Pay and Paperless Billing:** |
| STANDARD INSURANCE COMPANY  PO BOX 645311  CINCINNATI, OH 45264-5311  OR;  If interested, we can send ACH information via DocuSign | The Standard makes online billing and payment process easier and more streamlined:   * **Online BillPay** is readily available enabling same day payments within AdminEASE * **Paperless Billing** is also available for list billed divisions   It's important to note that you may need to make a simple update to your account to enable these features for yourself, or other AdminEASE users at your company. Simply log in to [AdminEASE](https://login.standard.com/) to enroll in online bill pay and paperless billing and set your users’ permissions for a fast and easy paperless billing and payment experience. |
| Policyholder Authorization for AdminEASE E-Services  (add/change users) | <https://www.standard.com/eforms/20501.pdf> |

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

|  |  |  |
| --- | --- | --- |
| **URL** | **Fax** | **US Mail:** |
| **Online EOI Link**:  myeoi.standard.com/170677  [demonstration video](https://urldefense.com/v3/__http:/bcove.video/3nrr0dL__;!!NsKbedMx-HMD!sShmm46R4Kec9S-0YdeInuH74hW2dhVABrmnHQ6Z17-iiA5LkMLTxaEBsC329gSujUrhgl86Kl8F_izOzsAE$) for the online EOI application process  **PDF EOI**:  <https://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**

|  |  |  |
| --- | --- | --- |
| **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 |
| Online Claim Submission (upload docs) | | [www.standard.com/individual/file-claim](https://www.standard.com/individual/file-claim) |
| 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) |
| Employer statement may be submitted online: | | [https://login.standard.com](https://login.standard.com/) |
| 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) |

**Long Term Disability Claim Filing**

|  |  |  |
| --- | --- | --- |
| **New Claims Submission** | | **US Mail / Text** |
| URL: | [LTD Claim Form](http://www.standard.com/eforms/3379.pdf) | Standard Insurance Company  Employee Benefits Department  PO Box 2800  Portland, OR 97208 |
| FAX: | 971.321.8400 |
| Phone: | 800.368.1135 |
| Online Claim Submission (upload docs) | | [www.standard.com/individual/file-claim](https://www.standard.com/individual/file-claim) |
| Employer statement may be submitted online: | | [https://login.standard.com](https://login.standard.com/) |
| Claim Status Text Alerts (outgoing only): | | Get text alerts on the status of your claim or leave.  Text **STATUS** to **53284** to Opt In. |
| Workplace Possibilities (return to work assistance): | | [Workplace Possibilities Flyer](http://www.standard.com/eforms/16887.pdf) |

**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**

|  |  |  |
| --- | --- | --- |
| **Portability and Conversion** | **URL:** | **Phone / Email** |
| Options for Your Life Insurance | [www.standard.com/eforms/19620.pdf](http://www.standard.com/eforms/19620.pdf) | 1.800.378.4668  [CBT@standard.com](mailto:CBT@standard.com) |
| Life Portability/Conversion Q&A | [www.standard.com/eforms/19619.pdf](http://www.standard.com/eforms/19619.pdf) |
| Group Life Portability Form | [www.standard.com/eforms/8199.pdf](http://www.standard.com/eforms/8199.pdf) |
| Life Conversion Material Request - 31 days | [www.standard.com/eforms/1598a.pdf](http://www.standard.com/eforms/1598a.pdf) |
| Life Group Conversion Packet | [www.standard.com/eforms/9563.pdf](https://www.standard.com/eforms/9563.pdf) |

**Accident & Critical Illness Claim Filing**

|  |  |  |
| --- | --- | --- |
| **New Claim Submission** | | **US Mail:** |
| URL: | [Accident Claim Form](http://www.standard.com/eforms/17502.pdf)  FAQ:  <https://www.standard.com/eforms/20621.pdf>  [Critical Illness Claim Form](http://www.standard.com/eforms/17503.pdf)  FAQ:  <https://www.standard.com/eforms/20622.pdf> | Standard Insurance Company  P.O. Box 85508  Lincoln, NE 68501-5508 |
| FAX | 402.328.4029 |
| Phone: | 866.851.5505 |

**Included Value-Added Benefits**

|  |  |
| --- | --- |
| **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) |
| **Workplace Possibilities (*included with Disability Plans*):** |  |
| * Workplace Possibilities Flyer | [www.standard.com/eforms/16887.pdf](http://www.standard.com/eforms/16887.pdf) |
| **Health Advocacy (*included with STD Plans*):** |  |
| * Health Advocate Select Flyer: | [www.standard.com/eforms/18390.pdf](https://www.standard.com/eforms/18390.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) |