

Seton Hall University

Frequently Asked Questions About Filing A New Jersey Temporary Disability Benefits Claim

The following questions and answers will help you file a New Jersey Temporary Disability Benefits (TDB) claim with The Standard Benefit Administrators. The Standard Benefit Administrators is acting as the claims administrator on behalf of Standard Insurance Company (The Standard) for the New Jersey State Disability Benefits.

When Should I Report A Claim?

Report a claim as soon as you believe you will be absent from work beyond 7 calendar days. If you are uncertain about how long you will be absent or whether you should file a claim or not, we suggest that you file your claim. This offers you some peace of mind and allows for The Standard Benefit Administrators to begin its review and issue a timely payment if appropriate. You may report a claim several weeks in advance of a planned disability absence, such as childbirth or scheduled surgery.

How Do I File A Claim?

To file a claim by telephone, contact The Standard Benefit Administrators at 800.368.1135.

To file a claim online, go to www.standard.com and click on “File a Claim” to begin the claim process. Instructions will be provided through the entire claim submission process.

Note: If you submit your claim online, the claim submission system will indicate a requirement for a Disability Insurance Employer’s Statement to be received before a decision may be made on your claim. Although this is a requirement, you do not need to take this to your employer. Upon receipt of your Employee Statement, The Standard will reach out to your employer to obtain the information needed for your claim.

To file a paper claim, go to www.standard.com, click on “Find a Form” and select **New Jersey State Disability Claim Packet**. The form can be downloaded, completed and printed. Completed forms can be mailed or faxed to The Standard using the contact information at the top of the claim packet.

A typical application for disability benefits contains the following documents:

- Employee’s Statement¹
- Employer’s Statement²
- Attending Physician’s Statement (APS)³
- Authorization to Obtain and Release Information

When I Report My Claim, What Information Will I Need To Provide?

You will be asked to provide the following information — in addition to other questions about your absence:

- Employer name: **Seton Hall University**
- Group Plan/Policy Number: **761909**
- Name and Social Security number
- Last day you were at work
- Nature of claim/medical information
- Physician’s contact information (**name, address, phone and fax number**)³

What Are The Hours Of Operation For The Standard Benefit Administrators?

If you choose to submit your claim by telephone, The Standard Benefit Administrators' Claim Intake Service Center representatives are available to assist you Monday through Friday, 8:00 a.m. through 8:00 p.m., Eastern Time.

How Long Does It Normally Take To Make A Claim Decision?

Once The Standard Benefit Administrators receives the required paperwork, which includes the Employee's Statement, Employer's Statement, Attending Physician's Statement and Authorization to Obtain and Release Information, it will take approximately one week to make a claim decision. If we have not made a decision within one week, you will be notified with additional details.

If My Claim For Benefits Is Approved, How Long Will It Take To Receive My First Check?

After the waiting period as outlined in your group policy is served, TDB benefit payments are paid in arrears on a weekly basis. In most cases, checks are mailed on Wednesday of each week. TDB benefit payments that are payable for retroactive claims will be mailed following claim approval. TDB checks will be mailed directly to your residence or if you prefer, to your employer after we received your signed approval.

Who Should I Call With Questions About My Claim?

If you have already filed a claim, please call The Standard Benefit Administrators' Disability Benefits toll-free number, 800.368.1135. If you are looking for general information, please contact your benefits administrator.

Who Is Responsible For Notifying Seton Hall University Of My Absence?

Is it your responsibility to follow the normal Seton Hall University absence reporting procedures by notifying your manager or supervisor of your absence.

- ¹ If you file online or by telephone, your submission serves as the Employee's Statement and The Standard Benefit Administrators will instruct you on which other documents need to be completed.
- ² The Standard Benefit Administrators will contact your Employer to obtain the information necessary on the Employer's Statement.
- ³ The Standard Benefit Administrators will fax an Attending Physician's Statement (APS) to your doctor for completion and will make up to three follow up attempts to obtain a completed APS from your doctor. We encourage you to contact your doctor and ask for their assistance in completing the APS on your behalf.