

## Short-Term Disability (STD) paper claims: Important tips for employers

When it's time to file an STD claim using our paper claim form, keep the following tips and information nearby to help you fill in the employer section of the STD claim form and improve the speed and accuracy of your employee's claim.

### 1 Your MetLife Group Representative

Your MetLife Group Representative will be your primary contact for questions related to your policy. Your MetLife Group Representative is:

Name:	
Phone:	Email:

### 2 Your Group Customer Report and Sub-Code Numbers

You'll need to provide your assigned Group Customer Report Number, Sub-Code Number and Sub-Point Number to link your employee's claim with the MetLife STD Policy purchased. If you have multiple Employer Groups, please see back page.

Group Report Number	Sub-Code Number ( <i>Sub-Division</i> )	Sub-Point Number ( <i>Branch</i> )
<input type="text"/>	<input type="text"/>	<input type="text"/>

Your Policy and Certificate of Insurance also include key information to help you fill in the first section of the STD Claim form, including the Policyholder (Employer) name and address originally given when the policy was issued with MetLife.

### 3 Employer Contacts

The claim form asks you to provide two different employer contacts:

1. The contact at your company who is responsible for the Policy itself and the address in our policy record.
2. The employee's Supervisor in case we need to contact them for the specific work-related details.

### 4 STD Plan Overview

As a reminder, here's an overview of your STD plan design:

Employee's eligible for benefits:	All employees working or more hours/week with months/weeks of service
Benefit amount:	% of [first of] weekly earnings (as defined in the plan)
Elimination period:	calendar days
Minimum/maximum benefits:	-
Maximum benefit duration:	Up to weeks

### 5 Employee's Job Duties

You'll need to fill in specifics regarding the employee's employment duties, including:

- Work location, schedule, duties and selection of the job class (i.e., physical activity options).
- Payroll withholdings and if the employee contributes to the premium of the STD policy.
- If the employee will be receiving any other type of benefits (i.e., PTO/vacation, sick time)

### 6 Additional Support

The "How-to" guides included in this toolkit provide easy, step-by-step overviews to assist you and your employees when filling in an STD claim request online, on paper or via phone.



See reverse side for more information.



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### 7 For Multiple Employer Groups (if applicable)

You'll need to provide your assigned Group Customer Report Number, Sub-Code Number and Sub-Point Number to link your employee's claim with the MetLife STD Policy purchased. If you have multiple Employer Groups, please see back page.

Employer Group Name:
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Group Report Number	Sub-Code Number ( <i>Sub-Division</i> )	Sub-Point Number ( <i>Branch</i> )
<input type="text"/>	<input type="text"/>	<input type="text"/>

Employer Group Name:
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Group Report Number	Sub-Code Number ( <i>Sub-Division</i> )	Sub-Point Number ( <i>Branch</i> )
<input type="text"/>	<input type="text"/>	<input type="text"/>