



THE PLUS GROUP
America's Premier Disability Marketing Organization

THE CLAIM PROCESS

What Your Client Can Expect and How You Can Help

Jim Poland, Regional Director, Standard Insurance Company





Disability Benefit Payments – How Much is Paid?

CDA \$8.1 Billion paid by CDA-member companies in 2009¹

627,000 individuals¹

95% of claims not work related¹

SIC Benefit Ratio (as % of total premiums) for last five years

LTD – varied from high of 78.3% to low of 73.6%²

IDI – varied from high of 79.4% to low of 66.8%²

¹ Council for Disability Awareness, 2010 Long Term Disability Claims Review (www.disabilitycanhappen.org)

² StanCorp Financial Group 2010 Annual Report



What Kind of Claims are Paid?

Occupation	Age at insurance issue	Age at claim	Monthly Benefit	Diagnosis
Attorney	33	34	\$3,000	Bone Cancer
Accountant	33	57	\$1,000	Rheumatoid Arthritis
Physician	37	44	\$5,000	Spinal cord injury
Financial and Insurance Professional	28	33	\$3,100	Multiple Sclerosis
Attorney	46	50	\$4,500	Heart Attack
Minister	46	52	\$1,000	Disease of the muscle
Utility Service Mechanic	44	58	\$900	Multiple Sclerosis
Physician	39	42	\$2,700	Cancer
Bookkeeper	39	52	\$800	Multiple Sclerosis
Surgeon	38	42	\$6,450	Brain Cancer
Plumber	38	59	\$1,000	Heart Disease
Therapist	51	59	\$2,400	Respiratory Disease
Secretary	43	46	\$1,850	Fibromyalgia
Judge	32	41	\$1,400	Back injury
Gardener	22	36	\$1,550	Brain injury
Attorney	25	51	\$700	Bone Cancer
Dentist	43	57	\$6,500	Brain Injury

This is a partial list of disability insurance claims recently paid by The Standard.



Hypothetical Claim Questions

Difficult to answer based on limited information

Claims evaluated based on:

claimant's specific medical condition

how condition affects occupational duties

contract language

all of the information in the claim file



The Claims Process – How to Begin

Notify us as soon as possible – within 30 days if possible

Call 800.628.9797

Fax 971.321.5609

Website www.standard.com (“contact us” email option available)

U.S. Mail P.O. Box 5203, Portland, OR 97208-9981

Claim Packet mailed to insured, includes:

Insured's Statement

Attending Physician's Statement

Authorizations to Obtain Information



The Claims Process – Next Steps

All information kept confidential, will not discuss unless authorized

In-depth review of medical records to determine benefit eligibility

Resources – benefit analysts, nurses, physician consultants, vocational specialists

Our Goal – claim decision within 45 days of receipt of written notice of claim

Regular communication to claimant regarding claim status



The Claims Process – What Can Slow Things Down?

Complexity of medical condition

Claim filed within first two years of policy effective date

Obtaining various records

Attending Physician Statements

Tax returns and other financial documentation



The Claim is Approved – What's Next?

The check is in the mail

Ongoing claim evaluation



Claims Filed During Contestable Period

First two years of policy's life¹

Misrepresentation vs fraud

Would we have issued as we did?

Reformation vs rescission

¹ varies by state



How Can / Should The Broker Be Involved?

At the time of application

- full disclosure on application

- explanation of benefits and exclusions

At the time of claim

- explanation of process

- encourage document production

- avoid “over-zealous representation”



What's At Stake?

“From stories of others needing to use disability insurance through the years I was expecting the worse (sic)....and I've received only THE BEST of service from The Standard and its people! Thank You!!! Thank You!!!”

“You saved our family. I cannot say enough to thank you. I pray that you will be blessed with good health all your life.”

It Starts At The Top

“[My client] passed away...and [her] spouse was very upset as to how some claims processes were handled through [her] employer. Sonya and her team went above and beyond to ensure that [her] claim was handled expeditiously. As a matter of fact, before [she] passed away, she mentioned to me how well they had treated her.” *broker letter*

“Good Tuesday morning Sonia---I just wanted you to see the attached letter that I received. It was a great way to start out the day. Thanks for so very clearly demonstrating our values and taking care of our customers. It's clear that you did a great job with a difficult situation. Thanks for making it happen—I'm proud of you. Have a great day.” *Greg Ness, CEO*



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