



SHORT TERM DISABILITY FAQ

Instructions for Short Term Disability Claim Form:

- [Employee SunLife form](#) to be completed by employee.
- [Physician SunLife form](#) to be completed by attending doctor.
- Email both the claimant section as well as the attending physician statement STD forms to benefits@harmonytx.org. Failure to send all required sections may cause a delay in the processing of your claim.
- The sooner all required forms are submitted, the faster the claim will be processed.
- Once a STD Claim is reviewed by a Short- Term Disability Claim Analyst, employees will receive direct correspondence from SunLife by postal mail.
- For questions regarding Short -Term Disability claim forms, please contact the HPS Benefits Department at benefits@harmonytx.org.

Things to know about Short Term Disability:

- Effective January 1, 2024 there is a waiting period of 30 days before employees become eligible for Short Term Disability.
- Employees should complete Family and Medical Leave (FMLA/NON-FMLA) and Short-Term Disability (STD) forms at the same time. FMLA protects an employee's job/position and Short-Term Disability will assist in supplementing the financial impact of the absences. The Leave Departments shares the forms with employees when they notify leave@harmonytx.org of an expected leave of absence.
- Once FMLA is approved, the Benefits Administrator will complete the Employer Statement form and submit the claim directly to SunLife.
- The physician form must be completed and signed by the physician. If the form is submitted directly to Sunlife by the physician, it is the employee's responsibility to ensure that Sunlife has received the physician form from the provider. If the physician form is sent by the provider, the benefits department still needs the employee's Sunlife form so they can complete the employer statement portion.
- If the physician form has not been submitted or received by Sunlife, this may cause a delay in receiving the short-term disability benefit claim.
- Sunlife will review the claim and determine if the claim is approved or denied. Employees can contact Sunlife directly at 1-800- 247- 6875 to follow up on their claim status. Sunlife will inform the employee directly if additional information is needed and when there is a decision on the claim.

Please Note: If the dates provided by the health care provider on the short-term disability forms differ from the dates submitted with the leave department, employees must contact the leave department regarding the change in dates for the FMLA request. FMLA and Short- Term Disability run concurrently and FMLA dates must be updated to match the STD dates to ensure the continued benefits and protections of FMLA. FMLA protects employees' job/position and Short-Term Disability will assist in supplementing the financial impact of the absences. The two processes must be completed simultaneously. Please email the HPS Leave Department at leave@harmonytx.org for questions about FMLA. Please email the HPS Benefits Department at benefits@harmonytx.org for questions about Short- Term Disability.