



SHORT TERM DISABILITY FAQ

Instructions for Short Term Disability Claim Form:

- [Employee Sun Life form](#) to be completed by employee.
- [Physician Sun Life form](#) to be completed by attending doctor.
- Email both the claimant section as well as the attending physician statement STD forms to myclaimdocuments@sunlife.com or through the Sun Life portal at www.sunlife.com/us. Failure to send all required sections may cause a delay in the processing of your claim.
- Forms can be submitted no sooner than 30 days prior to disability date.
- Once an STD Claim is reviewed by a Short- Term Disability Claim Analyst, employees will receive direct correspondence from Sun Life by postal mail or email.
- 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:

- Employees should complete Family and Medical Leave (FMLA) forms before filing for STD as you must be on approved leave to qualify to file for STD. FMLA protects an employee's job/position and Short-Term Disability will assist in supplementing the financial impact of unpaid absences if any.
- Once FMLA is approved, they will notify the Benefits Department so that they may complete the Employer Statement form directly to SunLife.
- The physician form must be completed and signed by the physician. If the form is submitted directly to Sun Life by the physician, it is the employee's responsibility to ensure that Sun Life has received the physician form from the provider.
- If the physician form has not been submitted or received by Sun Life, this may cause a delay in receiving the short-term disability benefit claim.
- Sun Life will review the claim and determine if the claim is approved or denied. Employees can contact Sun Life directly at 1-800- 247-6875 to follow up on their claim status. Sun Life 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.

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.