

Canada Life Disability Claim Management – Process Flow Chart

Table of Contents

Initiation of Claim / Assessment



Appeals Process



Active Claim Management

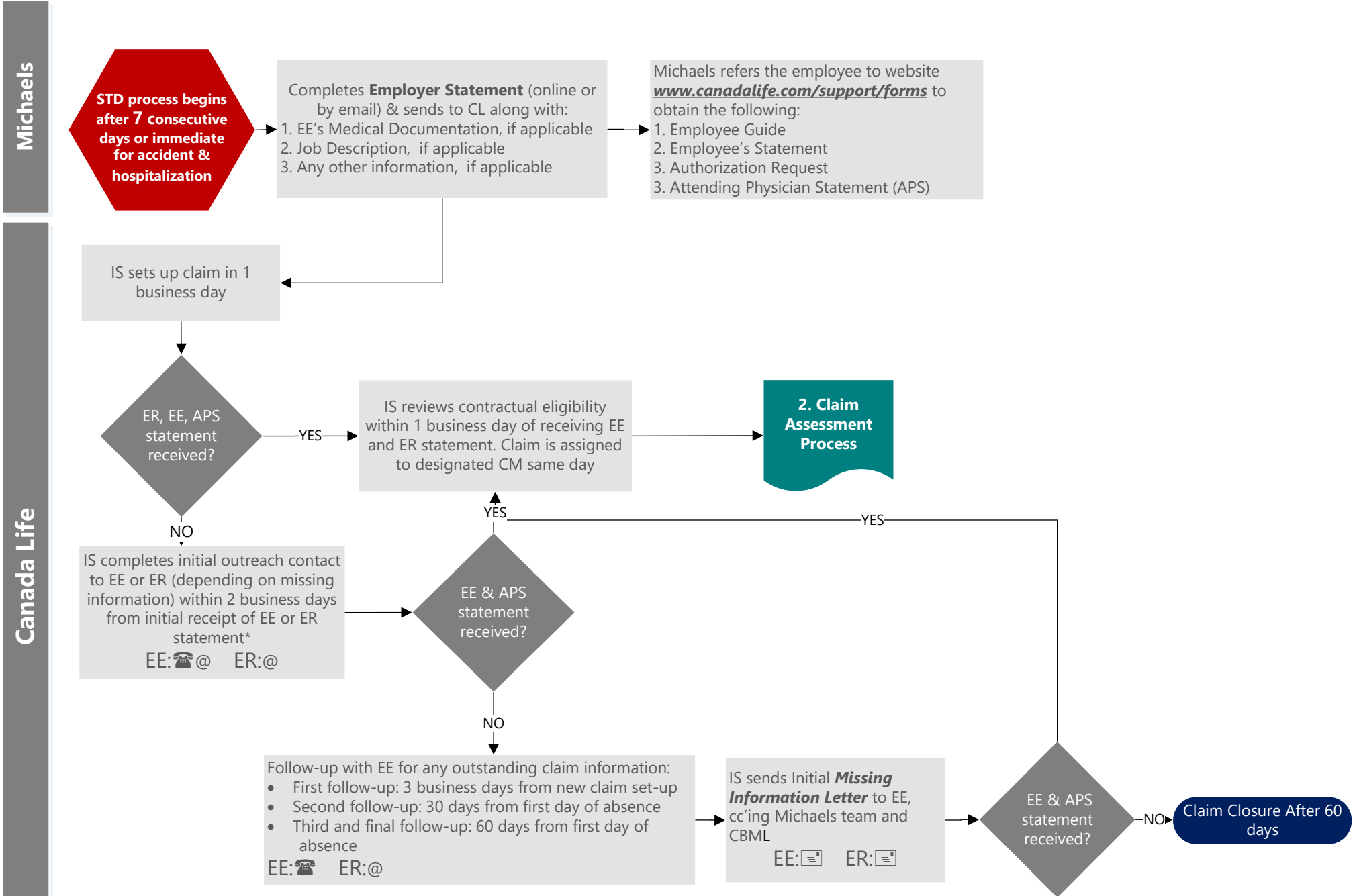


LEGEND

APS: Attending Physician Statement
CL: Canada Life
CM: Case Manager (CL)
COD: Change of Definition
DMSO: Disability Management Services Office
DIS: Disability Intervention Services
EE: Employee
ER: Employer
GRTW: Gradual Return to Work
IS: Intake Staff
LTD: Long Term Disability
MC: Medical Coordinator
MGR: Manager
MRTW: Modified Return to Work
RC: Rehabilitation Consultant
RTW: Return to Work
STD: Short Term Disability
TM: Team Manager
TSA: Transferrable Skills Analysis

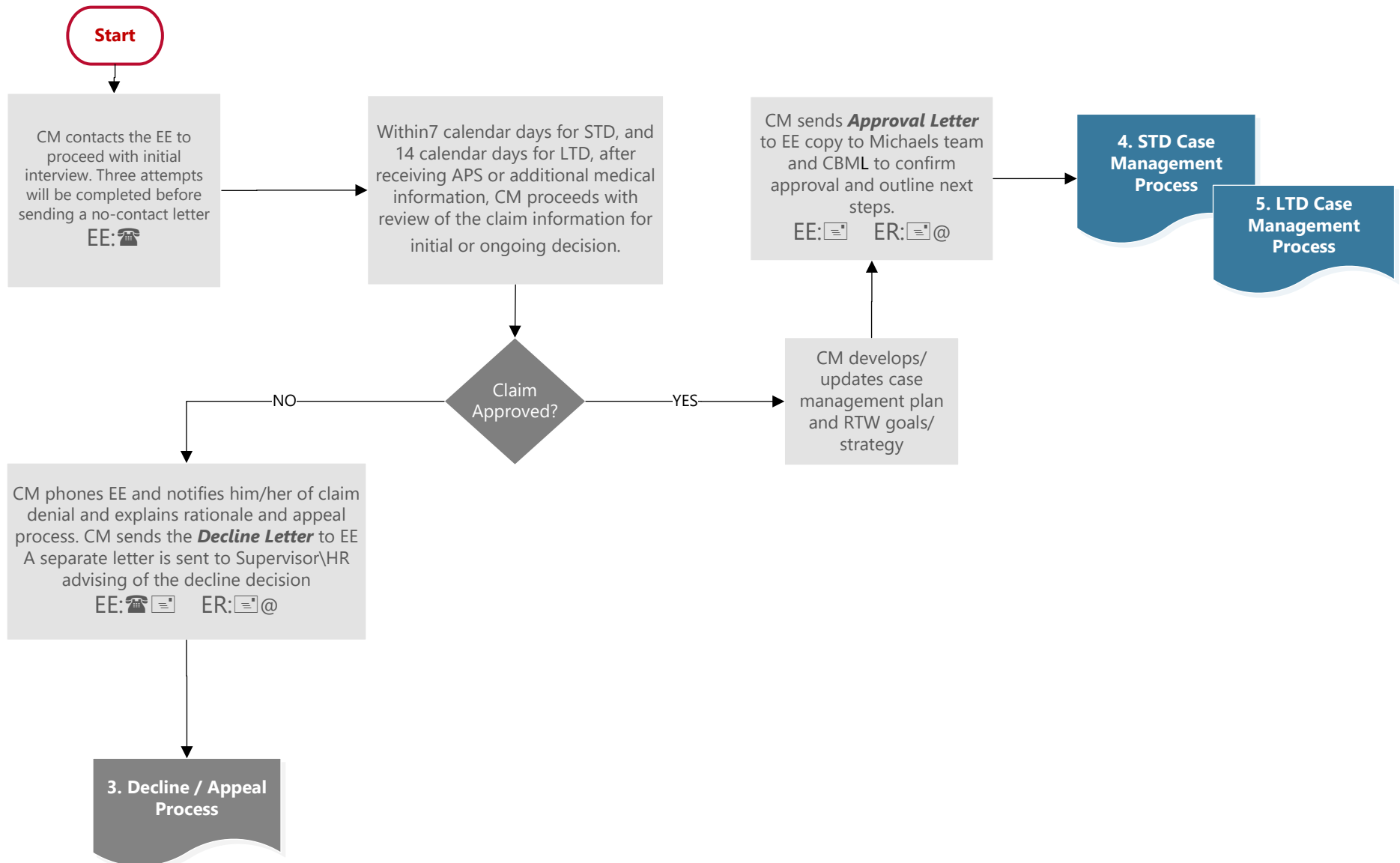
 Phone call  Email  Letter

1. Claim Submission and Intake Process

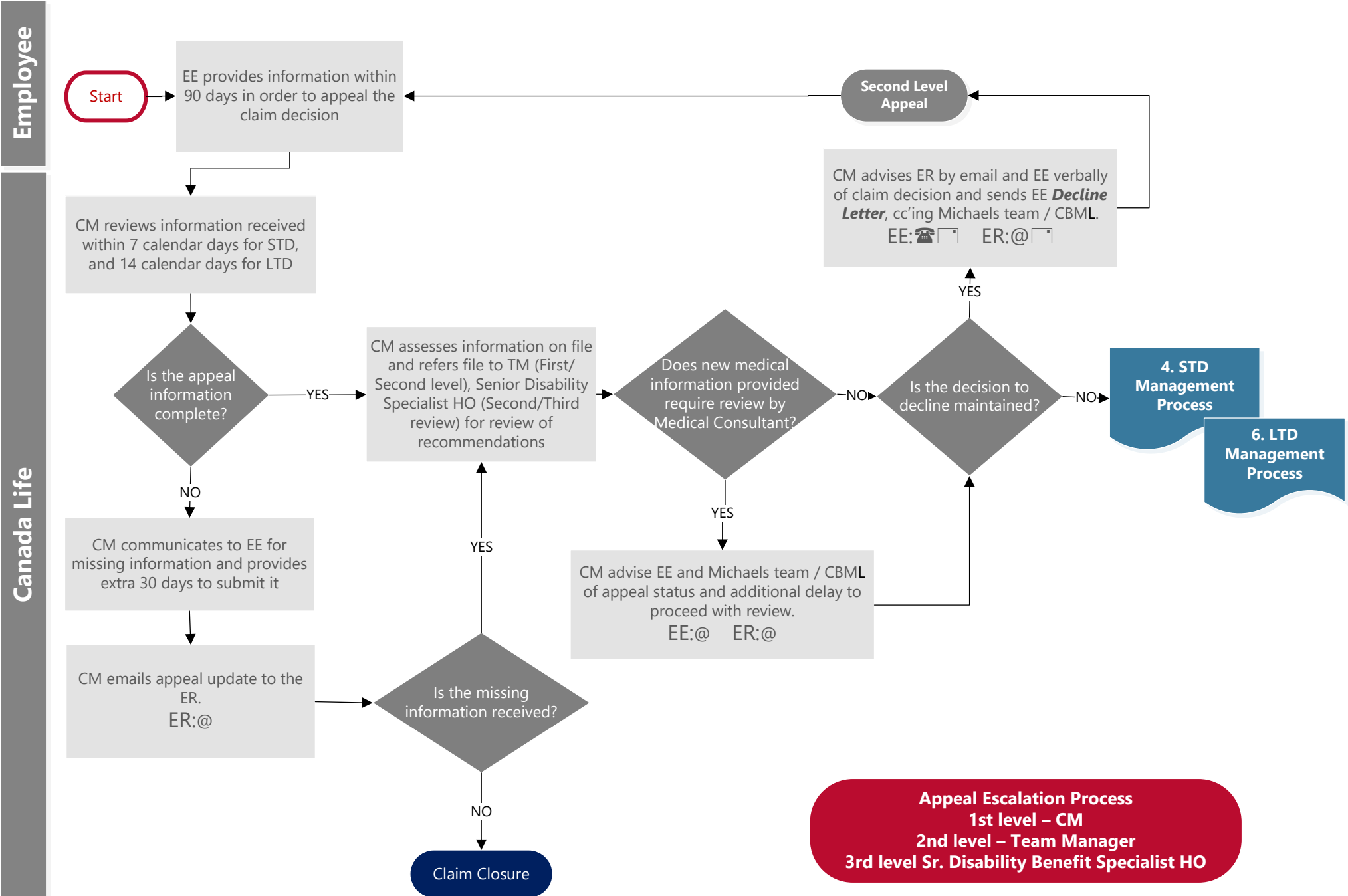


*If CL receives the EE Statement and APS but is missing the ER Statement, the file will be transferred to CM to proceed with claim mgt process.

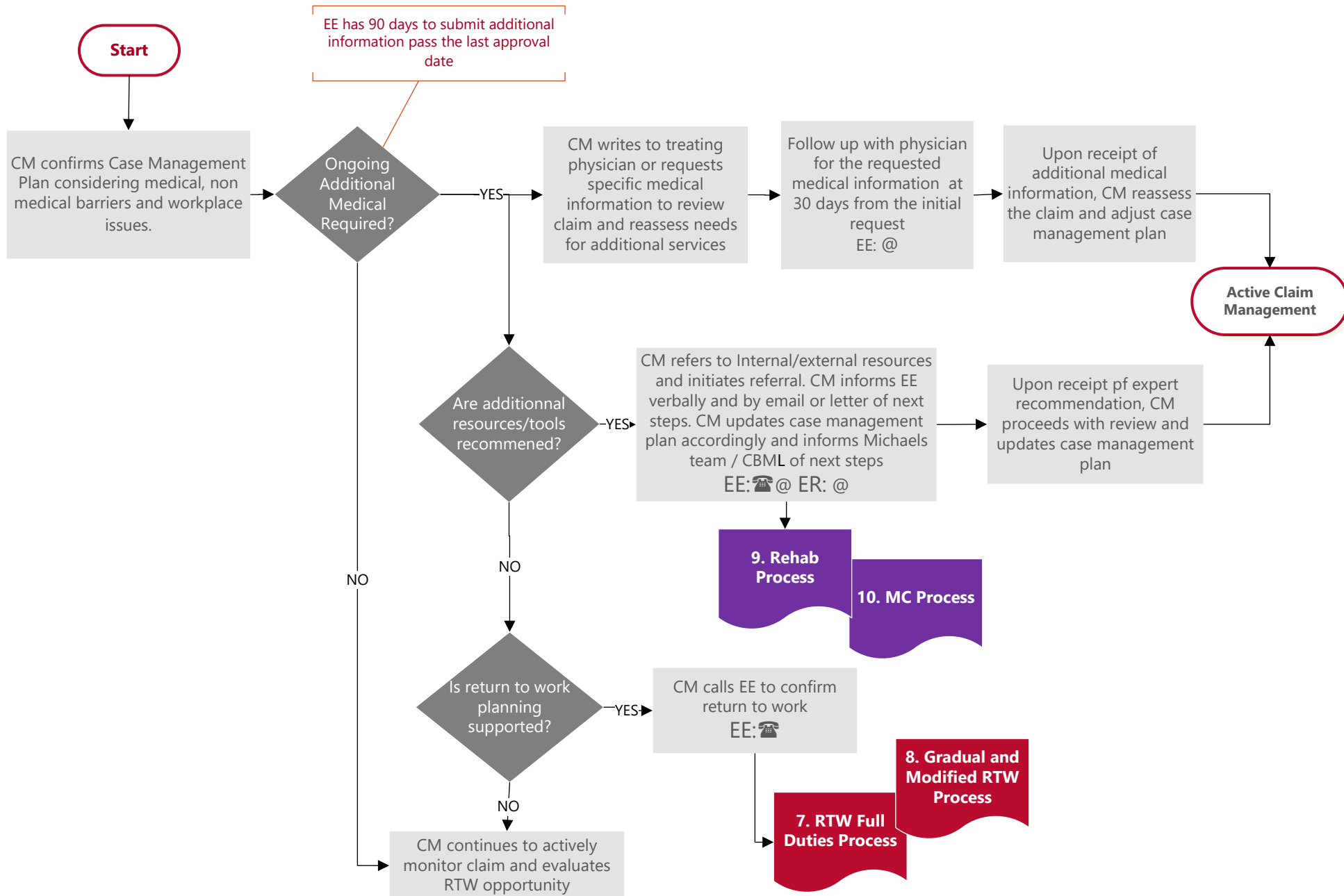
2. Claim Initiation Process



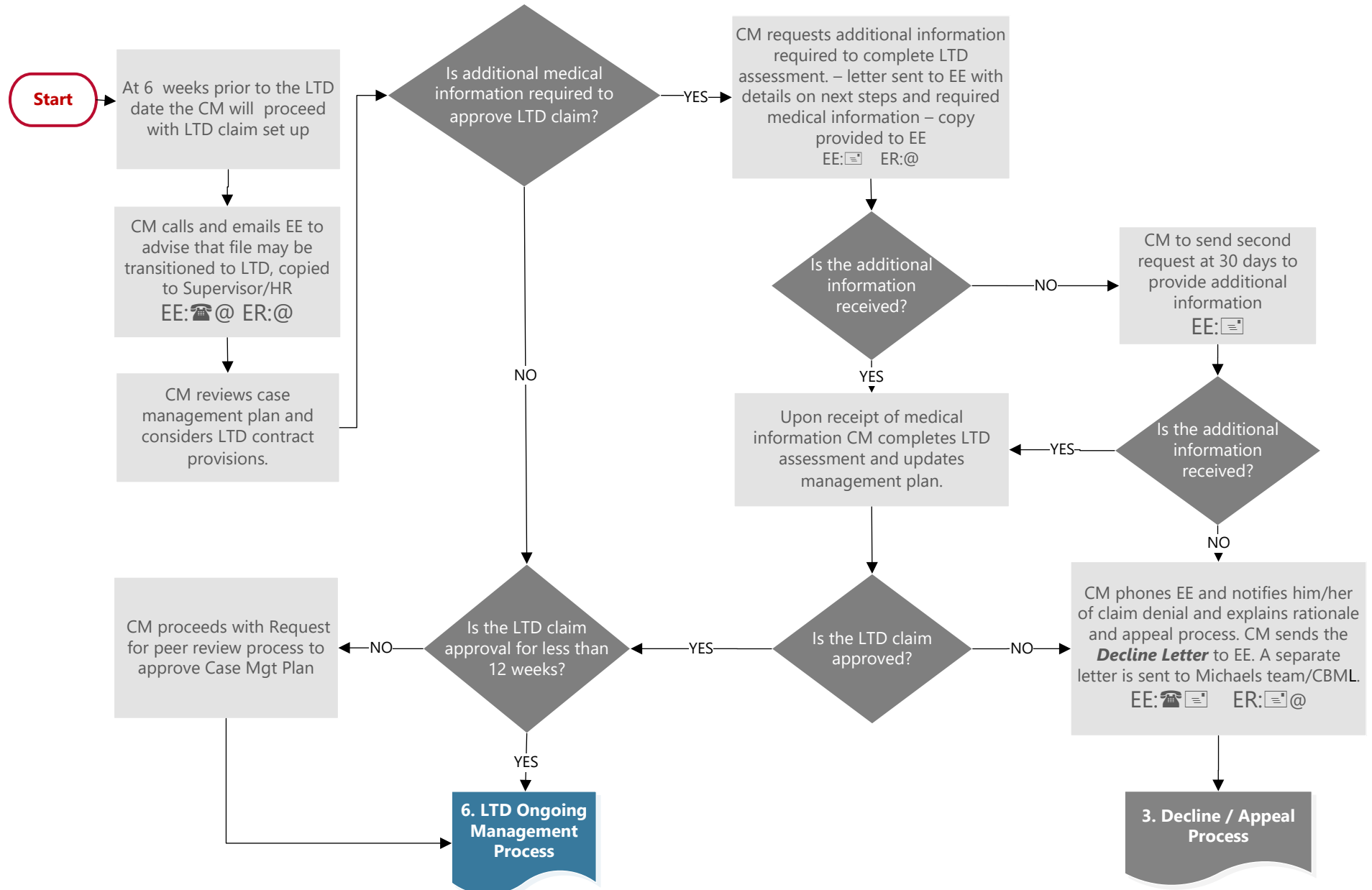
3. Decline / Appeal Process



4. STD Management Process



5. STD-LTD Transition Process



6. LTD Management Process

