## Short Term Disability Claim Set-up to Initial Review

Intake Team

Intake Team

Dedicated Case Manager

Dedicated Case Manager

- Eligibility Review
- Follow up for outstanding information from employee (EE) and/or employer (ER)

- Request additional medical
- Make decision on straight-forward, short duration claims
- If not straight forward, claim is routed to case manager

- Receives full claim from Intake Team as soon as information is received
- Reviews information to render decision
- Communicates to Employee and Employer

- Manages the claim & develops case management plan.
- Consults with medical intervention team
- Maintains contact with Employee and Employer

Process is complete within 7 calendar days of receipt of all information

## Making the Decision

