

Short-Term Disability Claim Process Checklist



1. **Complete the application** package enclosed:
 - Employer's Statement** (Section I/page 2-3) - to be completed by your Supervisor
 - Complete the **Employee's Statement** (Section II/page 4-5)
 - Complete the **STD & LTD Authorizations** to Obtain Info. (Section III/page 6-7)
 - Complete the **Authorization for Disclosure of Psychotherapy Notes** (Section IV/page 8)
 - Ensure accuracy and **Sign and date** each form
 - Attending Physician's Statement** (Section V/page 9) - to be completed by physician
2. **Submit completed forms** to the Benefit Service Center (BSC) by deadline provided:
 - Fax:** 866-597-2187
 - OR **Leave of Absence Portal:** <https://totem.my.site.com/eeep> (*attach documents directly to your claim after account activation*)
 - OR **Secure E-mail:** securemail-bsc.com to upload documents (*registration required*)
 - OR **Mail to:** Mohawk Benefits Service Center
6655 Town Square, Suite 250
Alpharetta, GA 30005
3. **Notify the BSC AND your supervisor** of:
 - Changes in your leave period (ex: leave extensions, new surgery date, *early* RTW, etc.)
 - Return to Work (RTW) date
 - Any changes in your contact information (address/phone number)
4. **Prior to your Return to Work**, contact the BSC @ 866-481-4922 **AND**:
 - Obtain a written Return to Work release (signed and dated by your physician)
 - AND upload, mail or Fax RTW form to the BSC: 866-597-2187 (see #2 above for details)
5. If your **Leave period continues** and you have elected Long Term Disability coverage:
 - Contact OneAmerica @ 855-279-6375 at the **60-day mark to begin an LTD claim**
6. **Questions:** Contact the BSC @ 866-481-4922 or go to www.mymohawkbenefits.com

Disability Leave information you need to know:

If your paperwork is not submitted by the deadline provided it can result in your leave being denied and absences will be considered unexcused.

Failure to provide accurate personal contact or leave information may cause delays, payment interruptions or an untimely transition back to work.

If you do not notify the BSC (in advance of your return to work) and provide a written return to work note, you may be unable to clock in and your pay may be delayed.

