

## ▶ SHORT TERM DISABILITY



### Short Term Disability (STD) Insurance

A serious illness or injury that keeps an employee out of work can happen at any time, resulting in a severe financial blow. Short Term Disability Insurance issued by **The Prudential Insurance Company of America (Prudential)** can be an important part of your employees' financial wellness solution, because it helps protect against unexpected financial hardship if they become too sick or injured to work. It can also be a critical element of your benefits package, because we help provide financial security for your employees while focusing on return-to-work outcomes that directly impact your bottom line.

### Absence can be expensive for employers and employees

Unplanned absences can be surprisingly costly for employers. Expenses related to benefit payments, lost productivity, and hiring and training replacement workers can total 8–9% of an employer's payroll.<sup>1</sup>

For employees who can't work, the impact is obvious: the loss of a paycheck. In fact, 51% of surveyed consumers said they were concerned about supporting themselves if they became disabled and unable to work.<sup>2</sup> Short Term Disability can provide a source of income...and peace of mind for your employees.

### A focus on getting employees back to work

Given how financially jarring a disability can be, our main concern is helping individuals get back to work. Beginning with the initial claim intake, we set clear return-to-work expectations with your employees. We partner with you to:

- ▶ Assess an occupation's physical and cognitive demands
- ▶ Explore workplace accommodations
- ▶ Document and monitor return-to-work action plans

## ▶ EXPERIENCE. PRUDENTIAL.

To learn more about STD Insurance, contact your Prudential representative.

**THIS IS NOT A POLICY OF WORKERS' COMPENSATION INSURANCE. THE EMPLOYER DOES NOT BECOME A SUBSCRIBER TO THE WORKERS' COMPENSATION SYSTEM BY PURCHASING THIS POLICY, AND IF THE EMPLOYER IS A NON-SUBSCRIBER, THE EMPLOYER LOSES THOSE BENEFITS WHICH WOULD OTHERWISE ACCRUE UNDER THE WORKERS' COMPENSATION LAWS. THE EMPLOYER MUST COMPLY WITH THE WORKERS' COMPENSATION LAW AS IT PERTAINS TO NONSUBSCRIBERS AND THE REQUIRED NOTIFICATIONS THAT MUST BE FILED AND POSTED.**

### What you'll experience with Prudential:

#### Results

- ▶ STD durations that are **about 10% lower** than the industry norm<sup>3</sup>
- ▶ 4.9 days saved per claim on average<sup>4</sup>
- ▶ **97% employer<sup>5</sup> and 94% employee satisfaction results<sup>6</sup>**

#### Ease

- ▶ Fast and accurate claim decisions—more than 88% of STD claims receive a decision within 10 days of first notice or date of disability<sup>7</sup>
- ▶ 24/7 online access to real-time plan information
- ▶ Smooth plan implementations led by project management professionals

#### Expertise

- ▶ 2,500 STD clients, helping to protect more than **1.3 million individuals<sup>8</sup>**
- ▶ Account teams with an average of 15 years' industry experience
- ▶ Clinical and vocational experts engaged when they can make the most impact
- ▶ **Board member in top industry associations**
- ▶ A trusted brand that helps build employee satisfaction<sup>9</sup>

## Help minimize disability costs with plan options

### Flexible funding options

- ▶ Insured
- ▶ Advice to Pay (ATP), and
- ▶ Administrative Services Only (ASO) plans

### Custom plan options

- ▶ Plan structure based on a percentage of earnings or a flat benefit amount
- ▶ Flexible waiting periods and benefit durations
- ▶ Risk management and cost control options

### Manage state-mandated disability plans

Our statutory plan expertise ensures compliant management of your state-mandated and supplemental benefits in New York (DBL and PFL effective 1/1/2018), New Jersey (TDB), Puerto Rico (DBA), Hawaii (TDI), and California (VDI and PFL).

## Easy access to claim information

### The employee portal allows for 24/7 access to:

- ▶ Report an absence
- ▶ View letters
- ▶ Check on the status of a claim
- ▶ Review payment information
- ▶ Download forms

### Our employer portal also provides real-time access to:

- ▶ Run or schedule reports
- ▶ Check return-to-work status
- ▶ Submit missing claim information
- ▶ Access plan documents and forms
- ▶ Obtain billing information and a host of other services

## Experience expert plan administration

- ▶ **Return-to-Work Validation and Confirmation**—Prudential provides tracking reports to help you manage your workforce. We'll contact employees who have been absent more than 10 days to validate their return date and provide the confirmed return-to-work status to their supervisor.
- ▶ **Consultative Reporting**—Receive in-depth analysis of key plan performance metrics. We can:
  - Review your program's activity and trends and benchmark your company's results against our book of business and similar companies
  - Offer suggestions on how to enhance your plan's performance to help minimize your costs and maximize employee financial wellness

## Ensuring a smooth transition

We ensure a seamless process when a claim transitions from STD to Long Term Disability (LTD). In fact, an LTD claim is automatically created prior to the actual benefit effective date. No new claim form is required and all pertinent information is transferred from STD to the LTD Claim Manager.

<sup>1</sup> Mercer 2013 Survey on Absence and Disability Management.

<sup>2</sup> LIMRA and LIFE Foundation 2015 Insurance Barometer Study.

<sup>3</sup> Source: Prudential-reported results in Integrated Benefits Institute Study, 2011, 2012, 2013, 2014, and 2015.

<sup>4</sup> Average Duration in Days Saved with 56/1,000 STD Claim Incidence Rate based on IBI 2015. All Industries = 140 claims per year, 4.9 days saved per claim, from Prudential-reported results in IBI Study 2015, assuming 2,500-life case. These savings exclude lost productivity, which can range from an additional 50% to 200% of Wage Savings, which Prudential can review for you.

<sup>5</sup> The Prudential Insurance Company of America, 2015 Group Insurance Customer Relationship Survey.

<sup>6</sup> 2016 Claimant Satisfaction results for Absence, Short Term Disability, and Long Term Disability.

<sup>7</sup> Prudential Service Metrics, 2016.

<sup>8</sup> LIMRA, 2015 Annual U.S. Group Disability Sales and In Force Survey. Client counts and lives covered are based upon number of contracts and certificates in force.

<sup>9</sup> "About Prudential Financial," accessed March 28, 2017. [www.prudential.com/about](http://www.prudential.com/about).

This policy provides disability income insurance only. It does NOT provide basic hospital, basic medical, or major medical insurance as defined by the New York State Department of Financial Services.

**North Carolina Residents: THIS IS NOT A MEDICARE SUPPLEMENT PLAN. If you are eligible for Medicare, review the Guide to Health Insurance for People with Medicare, which is available from the company.**

Disability Insurance coverages are issued by The Prudential Insurance Company of America, Newark, NJ. The Booklet-Certificate contains all details, including any policy exclusions, limitations, and restrictions, which may apply. Contract Series: 83500.

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