

What you need to know:

Reliance Standard is responsible for administering our short-term disability program extension. Our goal is to make claim submission simple and informative for you.

What you need to do:


To expedite the processing of your claim, there are two parts you need to complete:

Part 1: Claim Application & Authorization

Call the Claims Intake Specialist at 855-RSL-CLAIM (855-775-2524). You will be asked for your employer's name (Central Washington Public Utilities) or the policy number (ASW517214). Or submit your application and authorization online or via mail, email, or fax (please ask your HR department if you need a printed packet.)

Online:

Visit: www.RSLClaims.com

- ✓ Click on "I am an Employee or Claimant"
- ✓ Select "File a Short Term Disability Claim"
- ✓ Enter your name and email and "begin signing"
- ✓ Click on "START" and begin completing the application. You will need:
 - STD Policy Number: **ASW517214**
 - Insurance Class: (1) full time employees; (2) part time employees; (3) limited assignment and benefits eligible seasonal employees.
 - Effective Date of Insurance: 1/1/2023 or the date you became benefits eligible, whichever is later.
- ✓ Use the attach function if you want to upload medical information related to your disability accessible through your patient portal. 
- ✓ Skip page 3 – tax withholding and banking information. This is on file with your employer.
- ✓ Complete Authorization for Release of Information
- ✓ Skip Attending Physician's Statement
- ✓ Click on "Finish" if you are ready to submit your claim or "Finish Later". You cannot access your claim once you click "Finish".

Mail, email, and fax

Download the [Application Form and Authorization to Obtain Information](#) or ask your HR department.

- ✓ Complete the application and authorization. You will need:
 - Your employer to complete Part I of the form.
 - STD Policy Number: **ASW517214**
 - Insurance Class: (1) full time employees; (2) part time employees; (3) limited assignment and benefits eligible seasonal employees.
 - Effective Date of Insurance: 1/1/2023 or the date you became benefits eligible, whichever is later.
- ✓ Send the completed application and authorization:
 - Via email: ClaimsIntake@rsli.com
 - Fax: (267) 256-3519 (new claims)
 - Mail:
Reliance Standard Life Insurance Company
PO Box 8330
Philadelphia PA 19101-8330

Part 2: Attending Physician's Statement

- ✓ Print and ask your doctor to complete the [Attending Physician's Statement](#).
- ✓ You or your doctor can send the information directly to Reliance Standard via email ClaimsIntake@rsli.com or fax (267) 256-4262.
- ✓ In addition, you may download medical information through your patient portal and submit to Reliance via email ClaimsIntake@rsli.com or fax (267) 256-4262.

The Attending Physician's Statement and medical records are needed to review and approve your claim!

What you should expect:

After we receive your claim submission, a Reliance Standard Claims Examiner will reach out to you to:

- ✓ Verify the reason(s) for your claim
- ✓ Gather any additional information needed to make a decision
- ✓ Discuss plan/benefit coverages and the next steps in the decision process

After the required information is received, your Examiner will make a decision which will be communicated in writing.

We are here to help:

If you have questions about the status of your claim call Reliance Standard at (800) 351-7500 weekdays from 5:00 AM to 4:00 PM Pacific Time.