

## Short Term Disability (STD) Insurance Claims-Aetna Insurance Company

- PLEASE READ THESE INSTRUCTIONS BEFORE FILING YOUR STD CLAIM. -

You may obtain the Aetna STD Insurance Claim Forms by

- a. Going to the Human Resources page on the TUSD Website ([www.tusd1.org](http://www.tusd1.org)) and printing them,
- b. By stopping by Human Resources or Food Services Personnel, or
- c. By calling Human Resources at (520) 225-6300 or (520) 225-6079.
- d. Food Services employees should call (520) 225-4722.

### COMPLETING THE CLAIM FORM

1. The initial claim form contains three sections; the **EMPLOYER INFORMATION**, the **EMPLOYEE INFORMATION**, and the Physician Statement.
  - a. **EMPLOYER INFORMATION:**

EMPLOYER INFORMATION will be completed by someone in Human Resources **electronically** upon receipt of your claim from Aetna. You do not need to bring your forms into HR to have the employer section completed, Aetna will contact HR directly.
  - b. **EMPLOYEE INFORMATION:**
    - Please complete every field in the Employee Information Section to the best of your ability.
    - Please write your name in the Employee Name field found in the EMPLOYER Section. This is the only field you should complete in the Employer Section.
    - You must sign Page 2 of this packet.
  - c. **ATTENDING PHYSICIAN STATEMENT:**
    - i. **PATIENT INSTRUCTIONS:** You, the “Patient”, are responsible for completing Section One of this page.
      - Item “a” the **Control Number** is **620368**.
      - Item “i”, the **Type of Claim** is **Short Term Disability**.
      - Please complete the rest of Section One to the best of your ability.
      - You must sign page 3 of this form.
    - ii. **PHYSICIAN INSTRUCTIONS:**
      - Your Attending Physician completes Section 2 through Section 7 of this form.  
Note: It is your responsibility to ensure that your Physician understands the physical demands and limitations of your job before this claim form is completed.

### FILING THE CLAIM

- It is your responsibility to ensure that all parts of the claim are submitted directly to Aetna.
- The address, phone number and fax number are on the top right corner of page one. If you have questions about your claim, please contact the Aetna Insurance Company directly.
- Keep copies of all documents you submit to Aetna during this claim.

**It is critical that you send Aetna all parts of this claim form together as soon as possible. If your packet is incomplete, Aetna will only keep your claim open for FIVE (5) days from the date of receipt.**