

# Stay at Work Program for Employees

## Accommodation Referral Process



## How to access this program

Once an employee indicates they need an accommodation due to a medical or behavioral health condition, these are steps that need to be completed to get the employee the assistance they need



### The Employer discusses the Stay at Work Benefit with the employee.

Employees should be referred if a medical or behavioral health condition is causing them to:

- Struggle to perform duties
- Complain of pain
- Miss work often
- Show up late
- Exhibit sudden decline in performance
- Ask for accommodations that are more complex



### The Employer completes the Request for Services form and emails it to the Workplace Possibilities Coordinator at The Standard to initiate the claim.

To access the Request for Services form, please email [PSETWPPReferral@standard.com](mailto:PSETWPPReferral@standard.com).



### The Standard receives the Request for Services form.

At this point, the WPP coordinator:

- Reviews the referral, sets it up in the system and reaches out to the employee via DocuSign to obtain the authorization form.
- Initiates a second DocuSign email requesting the healthcare provider's contact information. The employee submits the healthcare provider's information and DocuSign sends required forms to the provider for completion.
- May reach out to the Employer to clarify additional information
- Reviews the medical information when received; determines if the case is appropriate for the program; and if it is, assigns the case to the Consultant for case management.

## PSET is proud to offer this valuable benefit as part of your Long Term Disability plan.



### The Standard works with the employee, healthcare provider, and the employer to provide case management and virtual or on-site assessments, if needed.

Accommodation suggestions may include:

- Equipment
- Schedule changes
- Additional time to complete assignments/tests

Accommodation suggestions are sent to the HR Coordinator for approval prior to notifying the employee.



### The Employer collaborates with The Standard to determine accommodations to help the employee remain at work or return to work after a leave.



### The Standard follows up to help ensure that any approved accommodations are implemented and successful.

