



### Two Easy Ways to File Your Claim

Simply contact Matrix, the administrator of your STD and FMLA Benefits, via phone to file your claim online.

1. **Call Matrix at the toll free hotline 1.877.202.0055** (24/7 for Telephonic Claims Filing) and one of the Matrix's Specialized Coordinators will walk you through the process.
2. **You may also file your claim online 24 hours a day, 7 days a week at [www.matrixservices.com](http://www.matrixservices.com)**

**See back for information about requesting a leave**

*Cut cards along perforated line*

### Be prepared to supply the following information to a Matrix Representative:

- Your name, last four digits of your Social Security number and your company name
- Your supervisor's name and telephone number
- Your treating physician's name, address, telephone number and fax number
- A description of your illness or injury
- A description of your occupation

RS-2371-DSM

## Medical Record Release

### Short Term Disability and Family Medical Leave Act

(Print Name)

By signing this card below, I hereby authorize my medical provider to release my medical records to Matrix Absence Management to assist in the review and processing of my STD or FMLA claim.

Date

Employee Signature

**FIRST RELIANCE STANDARD**  
LIFE INSURANCE COMPANY  
A MEMBER OF THE TOKIO MARINE GROUP

## Important Information

Regarding  
Your Short Term  
Disability/Leave of  
Absence Benefits Plan



**MATRIX**  
ABSENCE MANAGEMENT

A MEMBER OF THE TOKIO MARINE GROUP



### **Your Short Term Disability (STD) Benefits Made Easy**

Your employer understands the importance of income protection for you and your family. That's why they offer STD to qualified employees.

Matrix Absence Management, Inc. (Matrix) understands the importance of making the process of filing a claim easy. If you are unable to work due to a disabling illness or injury and you qualify for your company's STD Plan, it's easy to activate the income protection benefit of your STD coverage. You can report a claim up to 30 days in advance of your absence.



### **Your Family Medical Leave Act (FMLA) Benefits**

If you or your family member have a serious health condition that is disabling, you are allowed to take up to 12 weeks unpaid leave for your own serious health condition or to care for a family member with a serious health condition.



To be eligible for FMLA you must have been employed a total of 12 months and have worked 1250 hours in the preceding 12 months before your leave start date. You can report a claim up to 30 days in advance of your absence. FMLA is available for a continuous leave of absence or on an intermittent basis if you need to be out for a serious health condition for yourself or to care for a family member.

### **Two Easy Ways to File Your Claim**

Simply contact Matrix, the leave administrator for absences related to STD, FMLA or WC via phone or file your claim online.

1. **Call Matrix at the toll free hotline 1.877.202.0055** (24/7 for Telephone Claims Filing) and one of Matrix's specialized coordinators will walk you through the process.
2. **You may also file your claim online, 24 hours a day, 7 days a week at [www.matrixeservices.com](http://www.matrixeservices.com)**

Please be prepared to supply/confirm the following information:

- Your name, last four digits of your Social Security number and your company name
- Your supervisor's name and telephone number
- Your treating physician's name, address, telephone number and fax number
- A description of your illness or injury
- A description of your occupation

### **One Easy Way to Ensure Prompt Medical Service and Payment of Benefits**

Plus, with this convenient wallet card, Matrix has made it easier for your physician to share the required information to ensure prompt claims processing and timely payment.

To use, sign the attached wallet card and present it to your treating licensed physician, medical practitioner, hospital, clinic or other medically-related facility. If we need any additional medical information to process your benefits payment, your signature will authorize the release of that information to Matrix.

## **MATRIX** ABSENCE MANAGEMENT

Earnings and eligibility are defined per the policy and/or the plan document filed with and/or by your employer.

Reliance Standard Life Insurance Company provides insurance products and services in all states (except New York), the District of Columbia, Puerto Rico and the U.S. Virgin Islands.

## **ABSENCE SOLUTIONS**

**To file a Short Term Disability or Family Medical Leave Act claim, please contact Matrix Absence Management at 1.877.202.0055 (24/7 for Telephonic Claims Filing) or file online at [www.matrixeservices.com](http://www.matrixeservices.com)**

**Short Term Disability** - If you are absent from work due to an illness or injury for at least 5 days, you will need to contact Matrix Absence Management to report your claim. You can report your claim up to 30 days in advance of your absence. Your eligibility for benefits will be based on your company policy.

**Family Medical Leave Act** - If you or your family member have a serious health condition that is disabling, you may be eligible to take up to 12 weeks unpaid leave for your own serious health condition or to care for a family member with a serious condition, on a continuous or intermittent basis. You can report your claim up to 30 days in advance of your absence.

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