

MAYWOOD/SCO UPDATE #29

DATE: 01/07/10



NEW DISABILITY CARRIER

New Disability Carrier – Effective 1-1-2010, Liberty Mutual has replaced Aetna as manager for all Short Term Disability claims and FMLA claims and will assume all current claims. Liberty will send a separate letter to members currently on leave. Below is a list of questions and answers concerning this change over.

Q. Who will be responsible for tracking FMLA time for each employee?

A. Effective 1/1/2010, Liberty Mutual will track an employee's FMLA time.

Q. Who will file the Leave of Absence claim?

A. If an STD eligible employee is filing a claim for their own disabling condition, both the STD and FMLA claims will be initiated with a single call by either the employee or someone filing on their behalf. An employee is also able to file an FMLA only claim thru the same process. Claims can be filed by calling the Rolls-Royce dedicated intake line of **1-877-562-9977**, or by logging on to www.mylibertyclaim.com and entering ROLLS in the Claimant Services ID field.

Q. How will you know what FMLA claims we have "active" before 1/1/2010?

A. A report of FMLA claims has been provided to Liberty by Aetna. As of 1/1/2010, Liberty will assume management of all open FMLA claims.

Q. After a STD claim is approved, how long will it take for the claim to be paid?

A. Once a decision is made, a check will be issued on the following business day.

Q. In the case of an employee who uses FMLA intermittently, how will hours be reported on or after 1/1/2010?

A. Liberty will have all of open Rolls-Royce intermittent and continuous leaves loaded into their claims system by 1/1/2010. The employee will need to report the intermittent time to Liberty for ongoing tracking.

Q. How will Liberty know that an employee has worked 1250 hours in the previous year to be eligible for FMLA?

A. Rolls-Royce is providing information on an electronic eligibility file that will allow Liberty to calculate each employee's FMLA entitlement. The information is received and automatically loaded into Liberty's claim management system.

Q. How will I be paid for STD benefits?

A. All STD benefit payments will be issued by Liberty Mutual. In order to avoid a delay in benefit payment, it is important for employees to file claims timely.

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