How to Submit a Long Term Disability Claim

A Long Term Disability Income Insurance claim should be submitted when an insured employee becomes Totally Disabled, and it appears that the employee may be disabled beyond the Elimination Period stated in your Certificate. At the midpoint of the Elimination Period, we suggest that the Disability Claim Statement; Group Long Term Disability Form (RS-1936) be completed and submitted as follows:

The Employer is responsible for completing the following sections:
Section 1 Employer’s Statement, both sides
Section 2 Occupation Analysis, both sides

The Employee is responsible for completing the following sections:
Section 3 Employee’s Statement, both sides
Section 4 Employment and Education Information, both sides
Section 5 Sign and date the Authorization for Use in Obtaining Information

The Attending Physician is responsible for completing the following sections:
Section 6 Physician’s Statement

All forms must be fully completed, signed and dated. Once complete, please mail, scan or fax to the following address:

Mail:
Reliance Standard Life Insurance Company
Attn: Long Term Disability Claims Department
P.O. Box 7749
Philadelphia, PA 19101-7749
Scan: claimsintake@rsli.com
Fax: (267) 256-3519

Depending on the circumstances of a given claim, additional information may be necessary before making a claim determination including, but not limited to, medical records and employment-related documents.

Note: If applicable, LTD benefit will commence upon termination of the Specific Indemnity Benefit.

Customer Care Representatives are available Monday through Friday from 8:00 AM to 7:00 PM (Eastern). Call 800-351-7500 if you need assistance. 24/7 automated service is available online at www.reliancestandard.com.