Intake Call

From a 7–10-minute intake call, the Contact Center agent will be able to:

- Record the new absence and set up all applicable leaves: Federal, State, Short Term Disability

- Answer general questions about the status of an existing claim

After the intake call, next steps are:

- Fax an Attending Physician's Statement (APS) to the doctor's office if the employee provides the treating physician's contact information when integrated with Disability

- Send the initial claim packet and leave of absence paperwork to the employee

Did you know? Our Contact Center has several Spanish-speaking agents and can enlist the help of an interpreter for languages other than English or Spanish.

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Intake Call System and Communications

Your eligibility file feed will be consumed directly into our system and will drive these functions:

- Intake agent will see key demographic information about your employees

- The system will determine eligibility using that demographic information

  - Hire date
  - Hours worked

  - Work state
  - Disability benefits

The intake agent will outline important next steps for the employee

- A closing script tells the employee about next steps

- After the intake call, a printed employee packet will be mailed

- The employee may also choose to receive this paperwork via email

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