



## **Short-Term Disability (STD) Benefits for New Hires Frequently Asked Questions (FAQs)**

*Augusta Health is committed to offering competitive short-term disability (STD) coverage at no cost to team members. This FAQ provides information about short-term disability benefits for new team members hired on or after 7/1/23.*

### **Q: What is Short-Term Disability (STD)?**

You are unable to perform the material and substantial duties of your regular job due to your sickness or injury, you have a loss in weekly earnings due to that sickness or injury, and you are under the regular care of a physician.

### **Q: How do I file a STD claim?**

File a claim with Matrix 24 hours a day, 7 days a week by calling **1-877-202-0055**, by visiting [matrixabsence.com](https://matrixabsence.com), or by downloading the Matrix eServices App. Notify your manager of your absence from work. Follow departmental call out procedures until your claim is approved.

### **Q: How soon can I file for STD benefits before a claim?**

Matrix claims can be filed after your date of hire, following your enrollment in Augusta Health benefits, and up to 30-days prior to the pre-scheduled disability absence.

### **Q: Who do I notify when I need to report a STD claim?**

Contact Matrix and notify your manager of your expected absence from work. Keep your manager informed of your expected return to work date.

### **Q: What information do I need to have ready when filing any STD claim with Matrix?**

You will need to provide the following information when contacting Matrix:

- Employer: Augusta Health
- Plan Number: 516302
- Your Name
- Social Security Number
- Date of birth
- Preferred contact
- Last day at work
- Nature of claim
- Physician contact information

### **Q: When do STD benefit payments generally begin?**

Once date of delivery or surgery date has been confirmed, and the claim has been approved, STD will start on the 8<sup>th</sup> day of disability. The first week is an elimination period where PTO/ATO is used, or you may elect to not be paid.

### **Q: What is the STD benefit amount and how am I paid for the benefit?**

Following the waiting period (7 days), you will receive 60% of your weekly pre-disability earnings, up to a maximum of \$2,500 in your Augusta Health paycheck.



**Q: What is my Augusta Health system access during an extended leave of absence?**

During your absence from work, you will not have access to your Augusta Health email or any of your Augusta Health work-related software applications.

**Q: Eligibility and steps to apply for FMLA?**

You can apply for FMLA at any time however one must have worked for Augusta Health for 12 months and at least 1,250 hours in the last 12 months to be eligible for FMLA. View the Augusta Health [FMLA Policy](#) for details. If filing a short-term disability claim and meeting the requirements for FMLA eligibility, then the FMLA filing with Matrix will be automatic. If you are not eligible for FMLA due to either the hour or length of service requirement, the claim will transition to an Americans with Disability Act (ADA) or non-FMLA claim.

**Q: How can I use PTO/ATO during short-term disability?**

If you have hours available (or receive donated hours) you may use available PTO/ATO to cover a short-term disability waiting period and/or to supplement your short-term disability earnings. If using PTO/ATO related to any STD/FMLA/ADA claim or long-term absence, email your manager and Human Resources at [humanresources@augustahealth.com](mailto:humanresources@augustahealth.com). View PTO, ATO, and Leave Donation policies on PULSE by clicking the Policy Manager link, selecting Human Resources, and by clicking on Benefits.

**Q: Steps for returning to work?**

Notify Matrix and your manager of your plans to return to work. Provide a return-to-work clearance from your medical provider to Employee Health and Human Resources at least three days prior to your planned return date to Augusta Health. The HR email address is [humanresources@augustahealth.com](mailto:humanresources@augustahealth.com) or it can be faxed to (540) 932-4729.

**Q: With respect to maternity what does “disability” mean?**

The six weeks after a vaginal delivery or the eight weeks after a C-section delivery.

**Q: What is an example maternity claim timeline?**

**Prior to STD:** When foreseeable, submit your claim to Matrix up to 30 days prior and notify your manager of your expected absence from work.

**Week 1:** Seven-day elimination period from first day of disability, and/or surgery, including birth. Use available PTO/ATO to cover the elimination period.

**Weeks 2-5 for vaginal delivery or Weeks 2-8 for C-section delivery:** Short-term disability covers 60% of your pre-disability income. Use available PTO/ATO to bring your disability earnings to 100% of pre-disability base pay if you choose.

**Weeks 6-12 for vaginal delivery or Weeks 9-12 for C-section delivery:** If deciding to take the full 12 weeks off work for bonding then contact Matrix at the end of the short-term disability period to request a continuation of FMLA and/or ADA (as applicable) and notify your manager if planning to use any available PTO/ATO to supplement your pay during your remaining leave period. If your PTO/ATO is exhausted and you take the time off as unpaid, any benefit deductions owed will be captured in future paychecks after you return to work.