

Start of Claim

Return to Work

Appeal Process

Employment Insurance

Long-Term Disability

## Start of Claim

### Did you...

- ✓ Complete the Employee Statement and sign the authorization?
- ✓ Complete the first section of the Attending Physician Statement and have the remainder completed by your physician?
- ✓ Send both forms to Great-West/Morneau Shepell (GW/MS) at the address indicated on the forms?
- ✓ Call GW/MS at 1-855-554-3148 if you are having trouble getting the forms completed and returned in time?
- ✓ Call your team leader if you are able to return to work?



### Q. What is the difference between an illness and a hospitalization/accident claim?

- A. You may be eligible for benefits through the Short-Term Disability Program (STDP) if you are unable to work because of an illness, a hospitalization or an accident. Illness claims are subject to a seven-calendar-day waiting period, which can be covered by your Personal Days. Hospitalization and accident claims do not have a waiting period. This means that for an illness, you have to wait until the eighth day of your absence before you qualify for benefits. For an absence related to a hospitalization or an accident, benefits can be paid from the first day.

Regardless of the type of claim you make, it is important to apply as soon as possible.

### Q. What if I can't get the forms to GW/MS within 14 days?

- A. Contact GW/MS immediately if you need help with the application process or if you encounter difficulties and will not be able to submit the completed forms within the required time period.

### Q. Who pays my doctor for completing the Attending Physician Statement?

- A. Fees related to the completion of the Attending Physician Statement are your responsibility. This fee is **not** reimbursed by Canada Post.

### Q. Can I return to work even though GW/MS has not yet made a decision on my claim?

- A. GW/MS must be involved in discussions about your return to work if you have been absent for more than three weeks. If your absence is three weeks or less, and you are returning to full duties, then you can go back to work before GW/MS has issued a decision on your claim. If you are returning to work that is less than your full duties/hours (i.e. modified duties) and which will extend beyond three weeks from the start of your absence, GW/MS must be involved in discussing your return to work. We want to ensure that accommodations are safe and productive for you and Canada Post.

**Q. What happens to my pay while GW/MS makes a decision about my claim?**

- A. Your regular pay will be maintained during the claim-assessment period. In the case of an illness, you will receive 100 per cent of your pay based on your work schedule during the first seven calendar days of your absence. After the seventh calendar day, you will continue to receive up to 100 per cent of your pay while your claim is being assessed—if you have available Top-up Credits. If you don't have Top-up Credits, you will receive 70 per cent of your regular pay while your claim is assessed. In the case of an accident or hospitalization, you will be paid 100 per cent or 70 per cent from the first day, depending on whether or not you have Top-up Credits.

**Q. When does GW/MS make a decision about my claim?**

- A. Once all the forms have been received, a decision will be made by GW/MS within three business days.

**Q. What happens to my pay if my claim is supported?**

- A. If your claim is supported, AccessHR will reconcile the waiting period and apply your Personal Days and/or Top-up Credits for the seven-calendar-day waiting period. If you have insufficient Personal Days and/or Top-up Credits, your team leader will ask if you want to use vacation days or compensatory time to cover the remaining time. If you have insufficient leave to cover the waiting period, or choose not to use vacation or compensatory time, the waiting period will be coded as "STDP Unpaid" and overpayments will be recovered from subsequent pay at a rate of 10 per cent per pay until 100 per cent of the advance payment has been recovered.

**Q. What happens if my claim is not supported?**

- A. If your claim is not supported, GW/MS will contact you and explain the reason for the decision. You will be offered the opportunity to appeal the decision. Further information will be provided to you at this time.

Absences that are not supported by GW/MS will be subject to pay recovery for the time that was paid to you in advance. This will be recovered from subsequent pay at a rate of 10 per cent per pay.

**For further information, please contact:**

- **AccessHR** at 1-877-807-9090 for all benefits- and pay-related questions.
- **Your Team Leader:** Regarding return-to-work and general questions.
- **GW/MS** at 1-855-554-3148 for all questions about the status of your claim, and for help if you cannot return the forms within 14 days of the start of your absence.