

# Group Insurance Products and Services

Your guide to group insurance  
from The Standard



# Introducing Standard Insurance Company

This booklet contains a summary of the products and services offered by The Standard. We've included brief discussions of these topics:

## **Disability Insurance**

- Long Term Disability Insurance

- Short Term Disability Insurance

- The Protector+<sup>SM</sup> Individual Disability Insurance<sup>1</sup>

## **Absence Management Services**

## **Health Advocacy Solution**

## **Life Insurance**

- Group Life Insurance

- Other Life Insurance Options

- Accidental Death and Dismemberment Insurance

## **Dental Insurance**

## **Vision Insurance**

## **Small Business Insurance**

## **Alternative Funding Options**

## **Online Insurance Administration Tools**

<sup>1</sup> The Protector<sup>SM</sup> in California.

# Why you should choose The Standard

The Standard offers a full range of group disability, life, dental and vision products as well as individual disability insurance.<sup>2</sup> For more than 100 years we have been dedicated to our core purpose: to help people achieve financial security so they can confidently pursue their dreams. We have earned a national reputation for quality products and superior service by always striving to do what is right for our customers.

## Financial Strength

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### Financial Strength Ratings as of July 2009

Rating Company	Rating	Rank of Rating
<b>A.M. Best</b>	A	3rd out of 13
<b>Standard &amp; Poor's</b>	AA-	4th out of 20
<b>Moody's</b>	A1	5th out of 21

We're looking forward to putting our financial strength, coverage flexibility and superior customer service to work for you.

<sup>2</sup> Product availability and features may vary by state. Policies have exclusions, limitations, reductions of benefits and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, please contact your insurance advisor or call the Service Office for your area at 800.633.8575.

# Long Term Disability Insurance (LTD)

LTD insurance provides long-term coverage for employees who become partially or totally disabled. The Standard offers the coverage you expect from a leading carrier along with features you might not find elsewhere:

- Flexible benefit percentages
- Choice of benefit waiting periods
- Maximum benefit amount up to \$25,000 per month
- Payment of Employer FICA taxes as well as preparation and mailing of W-2 forms
- Voluntary and Buy-up coverage available
- Employee Assistance Program (EAP)<sup>3</sup>
- Competitive group rates

## Additional cost options

- Annuity Contribution Benefit<sup>4</sup>
- Employer Income Protection Benefit
- Dependent Education Benefit
- Medical Expense Benefit
- Cost of Living Adjustment including deferred COLA

## Optional benefits for the severely disabled

- Lifetime Security Benefit<sup>4</sup>
- Assisted Living Benefit<sup>4</sup>
- Housing Assistance Benefit<sup>4</sup>

<sup>3</sup>For groups with 10-2,499 employees. EAP service is provided through an arrangement with Horizon Behavioral Services, Inc., which are not affiliated with The Standard. The EAP service is not an insurance product.

<sup>4</sup>Not available in CA.



## Claim management services and Return to Work provisions

Our team of claims analysts, nurse case managers and vocational case managers have a number of tools to control costs for employers and help employees return to a productive, rewarding lifestyle. These include:

- Return to Work Incentive
- Reasonable Accommodation Expense Benefit for worksite modifications
- Zero-day partial disability
- Rehabilitation Plan provision
- Temporary Recovery provision

## Specialized Coverage

**Your Choice Group Voluntary LTD<sup>5</sup>** Combines our traditional LTD coverage with certain Short Term Disability features, such as the choice of reduced benefit waiting periods, a 90-day preexisting condition waiver and optional First Day Hospital coverage. Administration is simplified since one plan can meet all of your employees' disability needs, both short- and long-term.

<sup>5</sup> Not available in CA.

**Educator Options Group Voluntary LTD<sup>6</sup>** Helps school employees (grades K-12) protect their income by meeting their specific needs, including leaves of absence, coverage during school breaks and vacations, and summer earnings.

## **Your Choice and Education Options Features**

In both of these plans, employees can select Monthly Benefit Amounts in \$100 increments, from a minimum of \$200 to a maximum of the lesser of \$8,000 or 60 percent of their predisability earnings.

### **Additional choices include**

- Three available Maximum Benefit Period options
- Six available accident/sickness Benefit Waiting Periods

### **Additional features include**

- 90-Day Preexisting Condition Waiver
- Lifetime Security Benefit<sup>7</sup>
- Family Care Expenses Adjustment
- Reasonable Accommodation Expense Benefit
- Rehabilitation Plan Provision
- Return to Work Incentive
- Survivor Benefit
- EAP services<sup>8</sup>

**Basic LTD** Available on an employer- or employee-paid basis, this plan offers a simple version of The Standard's traditional LTD coverage for groups with employees at a high risk of disability or those looking to control costs.

### **Features include**

- 30 percent of pre-disability earnings benefit
- Benefits are not reduced by Social Security, work earnings or other income which the employee receives or is eligible to receive
- Two-year rate guarantee

**Preferred Segment LTD<sup>7</sup>** Designed to address the unique income protection needs of highly-compensated professionals, Preferred Segment LTD doesn't include the Mandatory Rehabilitation and Return to Work Responsibility provisions that are a part of The Standard's traditional LTD policy. In addition, it offers a generous "or" definition of disability.

### **Features include**

- 80 percent Assisted Living Benefit for severely disabled employees
- Mental disorder and substance abuse limitations are per occurrence vs. per lifetime
- No "prudent person" language in the definition of preexisting conditions

### **Optional Features include**

- Own Specialty definition of disability
- Own Occupation to age 65
- Qualified Medical Condition (for physicians and dentists)
- Annuity Contribution Benefit
- Employer Income Protection Benefit
- Family Care Expenses Adjustment
- Dependent Education Benefit

### **Both Basic LTD and Preferred Segment LTD include the following features:**

- Employee Assistance Program<sup>8</sup>
- Reasonable Accommodation Expense Benefit
- Rehabilitation Plan Provision

<sup>6</sup> Not available in CA.

<sup>7</sup> Lifetime Security Benefit is only available with Social Security Normal Retirement Age option.

<sup>8</sup> For groups with 10-2,499 employees

# Short Term Disability Insurance (STD)

STD insurance offers an attractive option for employers looking to supplement a traditional sick-leave program. As with our LTD coverage, we offer common STD features as well as innovative concepts:

- Flexible benefit percentages
- Maximum benefit amount up to \$5,000 per week
- Maximum benefit periods up to 52 weeks
- Accident and sickness benefit waiting periods up to 30 days
- Zero-day partial disability and Return to Work Incentive
- Voluntary and Buy-up coverage available
- Statutory Disability Insurance available<sup>9</sup>

## Additional cost options

- First-day and Daily Hospital Benefits
- Employer FICA payment and W-2 tax reporting service
- 24-hour coverage

<sup>9</sup> SDI is available in NY and NJ.

# The Protector+<sup>SM</sup> Individual Disability Insurance<sup>10</sup>

Too often, group insurance products alone do not offer adequate protection, especially for highly-paid employees. To provide maximum disability income protection, The Standard created The Protector+ guarantee issue individual disability insurance. The Protector+ is an excellent complement to group LTD insurance.

## Features

- Increased income protection
- Employer-paid or voluntary
- Guaranteed renewable to age 66/67
- Waiting period options ranging from 60 days to 365 days
- Maximum benefit period options include two years, five years or to age 66/67

## Optional Riders<sup>11</sup>

- Residual Disability Rider
- Waiver of Pre-Existing Conditions
- Noncancelable Policy Rider
- Own Occupation Rider<sup>12</sup>
- Catastrophic Benefit Disability Rider<sup>13</sup>
- Additional riders available

<sup>10</sup> The Protector<sup>SM</sup> in California.

<sup>11</sup> The addition of policy riders may increase cost.

<sup>12</sup> May require use of the Mental Disorder/Substance Abuse Limitation Endorsement.

<sup>13</sup> Not available with The Protector.

# Absence Management Services

Tracking the various types of employee leave can be a daunting task. Whether employers are dealing with Family Medical Leave (FML), leaves due to disabilities or other time away from work, they must make sure their absence-management policies comply with complex, confusing and ever-changing federal and state regulations. Our flexible services are available to any business with 10 or more employees, regardless of industry.

## Put people to work at more productive tasks

Our Absence Management Services ease employers' administrative burden by tracking and managing employee absences, including:

- Comprehensive FML management to ensure compliance with federal and state regulations
- Intake via web or phone for employers and employees
- All inquiries are handled by The Standard's in-house Absence Management Service Center
- Online reporting and tracking of reported leave, enabling employers to see absence patterns and redirect resources as needed
- Prompt notification when employees are absent,

Also included with our Absence Management services is access to the Health Advocacy Solution.

# Health Advocacy Solution

Offered through our partner Health Advocate™,<sup>14</sup> this service helps employees and their immediate families navigate the complexities of the health-care system. By providing access to a Personal Health Advocate, the Health Advocacy Solution can help with health-related challenges such as:

- Coordinating care
- Locating doctors
- Explaining tests, terminology and answering questions about benefit plans
- Clarifying billing statements and assisting with claim issues
- Assisting with prescription-drug issues
- Negotiating fees
- Helping find resources for services that may not be covered through your health-benefits program
- The Health Advocacy Solution is included with our Absence Management services, and can also be purchased with or added to any of The Standard's life and disability insurance products

<sup>14</sup> Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

# Group Life Insurance

The Standard offers an effective, high-quality Group Life insurance product with competitive, employee- and family-oriented features.

## Features

- Flexible schedules
- Waiver of premium for totally disabled employees
- Accelerated Benefit of 75% of Life coverage
- Repatriation benefit
- Portability
- MEDEX® Travel Assistance services for all groups<sup>15</sup>
- Conversion to Individual Life Policy
- Standard Secure Access payment option

## Additional cost options

- Beneficiary Financial Counseling services available
- Retiree coverage available
- Electronic Beneficiary Designation services available

## Other Life Insurance options

The Standard offers a range of partially or fully employee-paid Life Insurance products that coordinate with our Group Life insurance to help employers offer a comprehensive benefits package while minimizing the impact on their bottom line.

Options include:

- Voluntary Life Insurance
- Additional Life Insurance
- Supplemental Life Insurance
- Dependents Life Insurance

# Accidental Death & Dismemberment (AD&D) (an optional benefit with Life Insurance)

Accidental Death & Dismemberment (AD&D) insurance from The Standard builds on the foundation of our Group Life coverage by providing benefits in the event of a covered accidental death or dismemberment.

## Features

- 24-hour coverage
- Seat Belt and Air Bag Benefits
- Comprehensive Family Benefits Package, including subsidies for career adjustment, childcare and higher education
- Private flying covered

## Additional cost options

- Dependents coverage available
- Expanded AD&D package, including Occupational Assault Benefit, Public Transportation Benefit and additional definitions of loss
- Line of Duty Benefit for public-safety officers

<sup>15</sup> MEDEX Travel Assist is provided through an arrangement with MEDEX Assistance Corporation, which is not affiliated with The Standard. MEDEX Travel Assist is not an insurance product.

## AD&D Insurance (sold separately)

Employers may purchase this product independently from our Group Life coverage.

### Features

- Amounts available in increments of \$25,000 up to \$500,000
- Dependent coverage available
- Seat Belt Benefit
- Career Adjustment and Higher Education Benefits
- Public Transportation Benefit (Common Carrier)
- Additional definitions of loss



# Dental Insurance

Our Group Dental coverage is designed to help both employees and employers minimize their dental coverage costs without sacrificing quality care.

## Plans

- **Optima Care<sup>SM</sup> Dental:** Traditional indemnity plan designed for employers seeking maximum plan flexibility
- **Banner Dental Care<sup>SM</sup>:** Lower-cost alternative to Optima Care Dental
- **Balanced Care<sup>SM</sup> Dental:** Balances cost and quality care by covering essential procedures and limiting other procedures
- **Voluntary Dental Care<sup>SM</sup>:** Voluntary coverage allows an employer to offer group dental coverage at little or no cost to the company
- **Preferred Care<sup>SM</sup> Dental:** PPO plan for an employer that wants a choice of flexible plan designs
- **High/Low Optima Care<sup>SM</sup> Dental:** Balances cost concerns with a choice of coverage levels

## Features

- Flexible plan designs
- Nationwide PPO with a rigorous membership screening process ensuring the highest-quality dental care

## Additional cost options

- LASIK Assist<sup>SM</sup> laser eye surgery benefit
- Adult or child orthodontic coverage
- Complete COBRA administration
- Max Builder<sup>SM</sup> annual maximum benefit rollover

# Vision Insurance

Vision insurance from The Standard is flexible enough to give employers a range of choices in features and value. Our three Vision plans allow employers to balance costs and benefits while providing benefits for groups as small as 10 employees.

## Plans

- **Balanced Care Vision<sup>SM</sup> Plan I:** Provides employees with access to discounts through the VSP<sup>®16</sup> Vision Care nationwide network, including discounts on the two major laser eye surgeries: LASIK and Photorefractive Keratectomy (PRK).
- **Balanced Care Vision<sup>SM</sup> Plan II:** Based on the national EyeMed network, it offers preferred pricing on a variety of vision-care services at large optical retailers including LensCrafters<sup>®</sup>, Sears Optical<sup>®</sup>, Target Optical<sup>®</sup>, JCPenney Optical and most Pearle Vision<sup>SM</sup> locations.
- **Balanced Care Vision<sup>SM</sup> Plan III:** Our most flexible and cost-effective plan takes the guesswork out of vision care. Employees know what's covered and aren't surprised by unexpected costs.

## Features

- Flexible plan designs
- Choice of nationwide provider networks with a rigorous membership screening process ensuring the highest-quality eye care
- Complete COBRA administration available

<sup>16</sup> VSP is a registered trademark of Vision Service Plan.

# Small Business Insurance

The Standard has a history of helping small companies fulfill their needs for employee benefits. The Standard Select<sup>SM</sup> line of small-group insurance products enables business owners with as few as two employees to provide valuable group insurance coverage. Designed specifically for the small business market, these plans offer value through the right combination of features and service.

## Plans

- Group Life insurance includes Accidental Death and Dismemberment (AD&D) coverage and the option for Dependents Life coverage.
- Group Long Term Disability (LTD) and Short Term Disability (STD) insurance plans include return-to-work benefits for employer and employee.
- Group Dental insurance includes three plan designs, all with access to a nationwide preferred provider organization (PPO) network and the option to add Orthodontic and/or Eye Care coverage.

## Alternate Funding Options

The Standard offers large employers some of the most flexible alternate funding arrangements in the industry, including STD administrative services or advice to pay, participating policies with refunds payable to claims stabilization accounts for life and disability, and minimum premium policies for life insurance. Alternate funding options are available with LTD, STD, Life and Dental insurance.

- Experience rated refund
- Claims fluctuation reserve
- Retrospective funding

# Online Insurance Administration Tools

Our web-based administration tools give employers fast, easy and secure access to the resources they need to manage their insurance plans from The Standard.

## Features

- **Billing:** View billing and payment history, review billing information by billing division, access details for any billing cycle and pay premium online (for list-billed accounts)
- **Employee coverage details:** Easily view, update and download employee coverage information
- **Claims:** Complete and submit employer disability claim forms electronically and distribute claim forms to employees
- **Reporting:** Ready access to disability and life claim status, payment and experience data, and ability to track the status of insurance applications that require medical history and approved coverage amounts
- **Policy documents:** View, download and distribute policies, amendments, certificates and notices
- **Resources:** Access to a complete guide for administering your plan
- **Electronic Enrollment:** Streamlines enrollment, billing administration, and the benefit education process for employers and employees

# Standard Insurance Company

Founded in Portland, Oregon in 1906, The Standard is a nationally recognized provider of group disability, life, dental and vision insurance and individual disability insurance. We provide insurance to more than 27,100 groups covering approximately 7.2 million employees nationwide.<sup>17</sup> Our first group policy, written in 1951 and still in force today, stands as a testament to our commitment to building long-term relationships.

We always strive to do what's right — for our policyholders and their employees. This dedication has resulted in a national reputation for quality products, superior service and industry expertise.

In New York, LTD, STD, Disability Benefits Law, Dental and Life coverage are available from our sister company, The Standard Life Insurance Company of New York.

For more complete information, contact your insurance advisor, call the Employee Benefits Sales and Service Office for your area at 800.633.8575 or visit us at [www.standard.com](http://www.standard.com).

<sup>17</sup> As of June 30, 2009, based on internal data developed by Standard Insurance Company.



### **Group Policy Form Numbers**

GP190-LTD/S399, GP190-LTD/TRUST/S399, GP399-LTD/TRUST, GP190-LTD/A698, GP190-LTD/ASSOC/S399, GP491-LTD/TRUST/S399, GP899-LTD, GP399-STD, GP190-STD/S399, GP399-STD/TRUST, GP899-STD, GP399-STD/ASSOC, GP190-LIFE/S399, GP190-ADD/S399, GDC 488MET, GS399-LTD/A698, GP405-LTD, GP405-STD, GS399-STD/ASSOC, GS399-STD/TRUST, GP899-STD, GDP 488-MET, GP 488-MET, Policy Form B152, GP190-LIFE/ASSOC/S399, GP190-LIFE/TRUST/S399, GP190-LIFE/A997/S399, GS399/LIFE/TRUST, GS399-LTD/TRUST, GS399-STD/TRUST, 9000 Ed. 01-05, 9000-TRUST Ed. 01-05

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