

EMPLOYER PORTAL
USER GUIDE FOR
SITE ADMINISTRATORS





This guide is designed to help you have the best possible employer portal experience. Here you can easily navigate to the information you need without having to review the entire guide. Simply click the links to connect to a particular capability.

GUIDE FOR SITE ADMINISTRATORS

- Site Administrators have full access to the portal's functionality.
- The capabilities available to you may differ from this guide.
- Capabilities are based on the coverage and services you have with The Hartford.

GETTING STARTED

CLAIMS MANAGEMENT

LEAVE CLAIMS MANAGEMENT

Capabilities for organizations with The Hartford's Leave Management services.

REPORTING



GETTING STARTED EMPLOYER DASHBOARD

EMPLOYER DASHBOARD OVERVIEW

Get a feel for the capabilities accessible right from your dashboard.



EMPLOYER DASHBOARD OVERVIEW

CLICK FOR A CONVENIENT VIDEO OVERVIEW

If you need to toggle from My Dashboard to the Employer Dashboard, hover your cursor on My Dashboard and select **'Employer Dashboard'** from the dropdown.

Claim ID	Reason	Benefit(s)	Start Date	Status
28120034	Bonding/Adoption/Foster Care Newborn	Fed FMLA PPL	March 17, 2021	Open
27955677	Bonding/Adoption/Foster Care Newborn	Fed FMLA PPL	January 25, 2021	Open

Federal Family and Medical Leave Act (FMLA)
February 23, 2021 - February 24, 2020
6 weeks of 12 weeks Remaining*
Time reflected is current as of today, 02/23/2021. It does not include approved time that you haven't used yet.



ARE YOU ON THE EMPLOYER DASHBOARD?

Once logged in, make sure you're on the Employer Dashboard. Some customers use My Dashboard to manage personal claims.





Access billing functions.

For list bill or @ease customers, access all of your participant administration features.

Access policy administration documents.



Access reporting functionality.

Manage portal users.



Access answers from claims analysts.

Dropdown menu of pre-set claim and Leave searches.

Access claims for an individual employee.

Feed of claims you recently viewed.

Click on a name to open a list of that employee's open claims.



A summary view of claims that had activity within the last 7 days, organized by claim type.

The screenshot shows the Employer Dashboard for 'The Hartford Demo Company'. At the top, there is a navigation bar with 'Dashboard', 'Billing', 'Employees', 'Documents', and 'Reports'. A user profile section shows 'Jane Smith' with options for 'My Profile', 'Contact Us', and 'Log Out'. The main content area includes a welcome message, a 'Manage user access' button, and a 'Portal Messages' section with 0 messages. Below this is an 'Employee Search' section with a dropdown menu for 'Claim-Type Search' and a search bar. A 'Verify claims eligibility' button is also present. The bottom section features a 'Latest Activity' feed with entries for 'HARRIS, RICHARD' and 'ATWOOD, DEBRA', both dated 'June 17, 2021 Today'. A 'Data Tools' section offers a 'Create and View Reports' button. A 'Claim Summary by Claim Type in 7 days' section shows 'No new claims reported.' On the right side, there are 'Announcements' (including a video about New York PFL and DBL legislation), 'Quick links' (such as 'Download Documents' and 'Manage User Access'), and a 'Take a tour' section with a 'Videos' link.



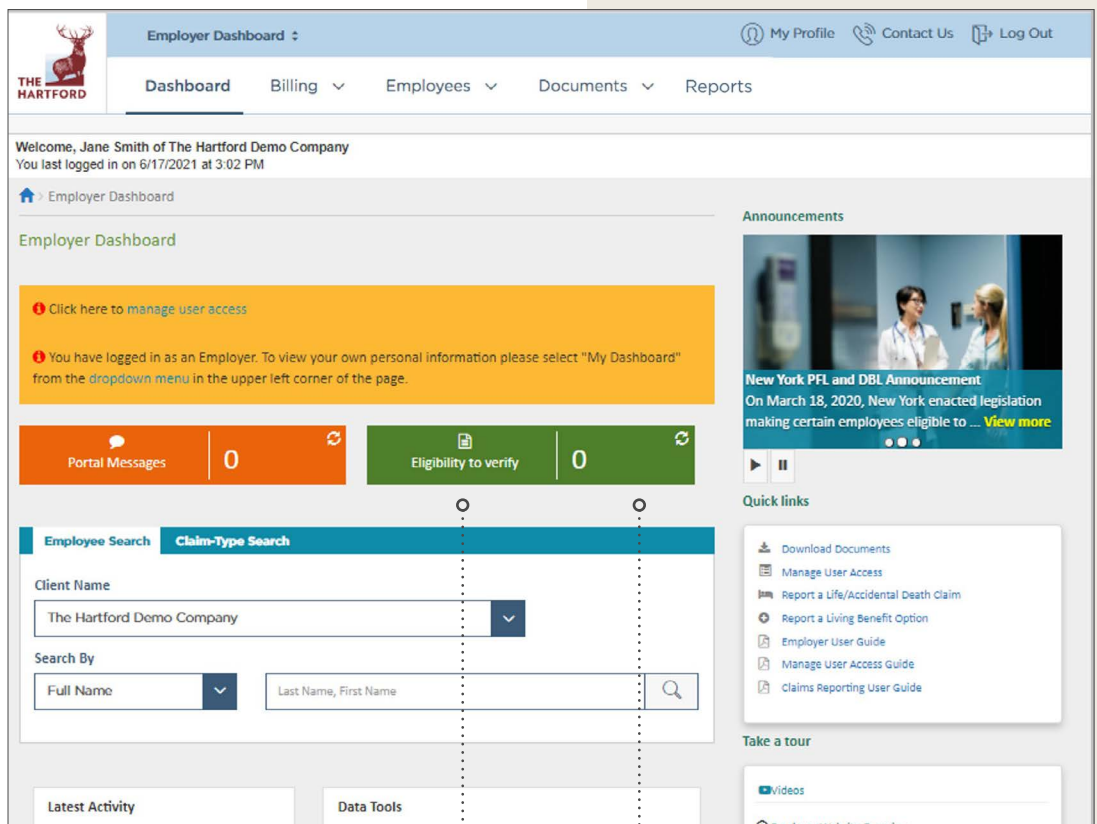
GETTING STARTED

VERIFY ELIGIBILITY

> VERIFYING ELIGIBILITY FOR AN EMPLOYEE

Verifying an employee's coverage eligibility for a claim can be done conveniently online.

You may receive an email notification that eligibility verification is needed for an employee. From there, you log in to the portal to complete the process.



Click here.



Indicates the number of employees that require eligibility verification.



VERIFY ELIGIBILITY continued



A list of employees requiring eligibility verification is displayed.

Click on the row to open the eligibility review screen for that employee and complete the form.

Portal Messages | 0

Eligibility to verify | 1

Don't see the employee you're looking for?
If you got an email asking for information but the employee we asked about isn't here, then we got the info we needed another way.

Employee Search
Claim-Type Search

Claim-Type

Employees Requiring Eligibility Verification

Sort By

Employee Name

Employee Name	Claim Number	Date of Hire	Plan	Product Type	Create Date Of Verification
SUSAN HARRIS	24562441	10/22/2007	NY DBL	STD	05/08/2020

Let us know if you would like to receive an email confirming the information you provided.

Check the box to acknowledge the accuracy of the provided information.

Click **'Submit.'**

Would you like us to email you a confirmation with the info you've provided?

Yes
 No

I acknowledge that the information I have entered is accurate to the best of my knowledge. I understand that the information I am providing will be used in making a benefit determination.

Submit



If your organization provides a file feed, much of this information will be pre-populated on your screen.

Welcome, Joseph Garcia of Hartford Health Care, Inc.

Employee Dashboard | Dashboard | Review | Eligibility Review

Eligibility Review

You can help get this person's claim processed quickly by giving us the information we need. Please enter the missing information below. Any information already displayed here is what we have in our files. Make sure it is accurate before you click "Submit". The information you submit will be entered on the claim automatically.

Partner Name: JH HANNA

Partner ID: 0048362

Claim Number: [REDACTED]

Date of Hire: 10/20/2000

Employment Status: Full Time Part Time

Job Title: [REDACTED]

Physical Demand: LGH - up to 20lbs

STD Core Plan: WID NEST Class V/00N FOR 18 WEEKS

STD Core Plan Description: ALL ACTIVE, FULL-TIME EMPLOYEES WORKING AT LEAST 3 Hrs.

STD Core Control Suffix Account: Select a CSA...

Coverage Effective Date: [REDACTED]

Contribution Percent: 6%

Pre Tax/Post Tax: Pre Tax Post Tax

1000 characters remaining

Would you like to receive an email confirming the information you have provided?

I acknowledge that the information I have entered is accurate to the best of my knowledge. I understand that the information I am providing will be used in making a benefit determination.

Submit



Repeat this process for each employee requiring eligibility verification.



GETTING STARTED

BILLING

> BILLING OVERVIEW

From the Billing page, you can view outstanding bills, bill history and payment history. You can also enroll and manage autopay settings, manage your payment accounts information and select paperless billing.



	Bill Group	Bill Type	Coverage Period	Due Date	Balance Due	Bill Status
Pay	XYZ CUSTOMER CARE @ease Invoice: 1008400	@Ease	12/01/2022 - 12/31/2022	12/15/2022	\$5,375.68	Not Paid
Edit Payment	XYZ CUSTOMER CARE EAST EMPLOYEES Invoice: 1012823	Self Administered Bill	12/01/2022 - 12/31/2022	02/15/2023	\$5,584.01	Scheduled Scheduled for 02/14/2023
Update	XYZ CUSTOMER CARE TDI EMPLOYEES	Statutory Disability	10/01/2022 -	12/15/2022	\$10.00	Overdue

	Bill Group	Bill Type	Coverage Period	Due Date	Balance Due	Bill Status
Pay	XYZ CUSTOMER CARE @ease Invoice: 1008400	@Ease	12/01/2022 - 12/31/2022	12/15/2022	\$5,375.68	Not Paid
Edit Payment	XYZ CUSTOMER CARE EAST EMPLOYEES Invoice: 1012823	Self Administered Bill	12/01/2022 - 12/31/2022	02/15/2023	\$5,584.01	Scheduled Scheduled for 02/14/2023
Update Invoice	XYZ CUSTOMER CARE TDI EMPLOYEES Invoice: 1017462	Statutory Disability - TDI Hawaii	10/01/2022 - 12/31/2022	12/15/2022	\$10.00	Overdue Cancels on 01/15/2023



Set up automatic payments.
Manage payment accounts.
Manage paperless billing.





The Outstanding Bills page provides the ability to view the status of a bill and view invoice details. You can also pay an invoice, edit existing invoice payments and update an invoice.

	Bill Group	Bill Type	Coverage Period	Due Date	Balance Due	Bill Status
Pay	XYZ CUSTOMER CARE @ease Invoice: 1008400	@Ease	12/01/2022 - 12/31/2022	12/15/2022	\$5,375.68	Not Paid
Edit Payment	XYZ CUSTOMER CARE EAST EMPLOYEES Invoice: 1012823	Self Administered Bill	12/01/2022 - 12/31/2022	02/15/2023	\$5,584.01	Scheduled Scheduled for 02/14/2023
Update Invoice	XYZ CUSTOMER CARE TDI EMPLOYEES Invoice: 1017462	Statutory Disability - TDI Hawaii	10/01/2022 - 12/31/2022	12/15/2022	\$10.00	Overdue Cancels on 01/15/2023

The Bill History page provides the ability to view your bill history by bill group or by month.



View by bill group or month.

View by: Bill Group Month

[See all Bills](#) | [Hide all Bills](#)

[Download Bill History](#)

XYZ CUSTOMER CARE EAST Bill Type: Self Administered Bill	See Bills
XYZ CUSTOMER CARE @ease Bill Type: @Ease	See Bills



See or hide all bills.

You can choose to view or hide all bill information or download the billing history.



The Payment History page provides the ability to view payment history for the past 25 months. You can also filter by year and export a file to Excel.

Filter by year.



The screenshot shows the 'Billing' section of a web application. At the top, there is a navigation bar with 'Home' and 'Billing' links, and a 'Logout' button. Below the navigation bar, the 'Billing' title is displayed next to a credit card icon. There are four tabs: 'Outstanding Bills', 'Bill History', 'Payment History' (which is selected and highlighted with a dashed box), and 'More'. Below the tabs, there is a filter section with 'Filter by Year:' and checkboxes for '2022' and '2021'. An 'Export to Excel' button is also present. Below the filter section, there is a thank you message and contact information. At the bottom, there is a table with columns for 'Payment Method', 'Payment Method', 'Payment Amount', and 'Payment Status'. The table contains three rows of payment data.

Payment Method	Payment Method	Payment Amount	Payment Status
12/16/2022	One Time Payment (EV)	\$369,039.14	Received
10/11/2022	Check	\$369,039.14	Received
03/25/2021	Check	\$441,050.98	Received



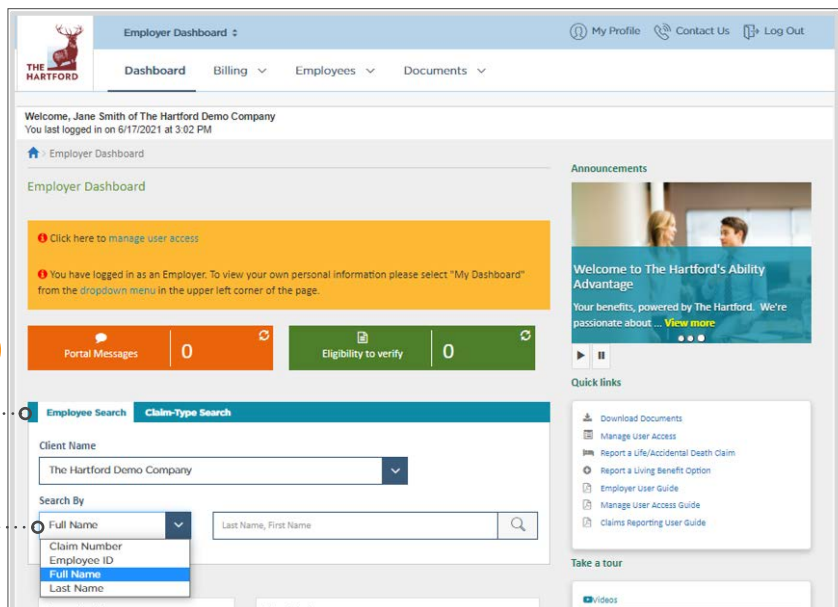
CLAIMS MANAGEMENT ACCESSING DISABILITY CLAIMS



CLICK FOR A CONVENIENT VIDEO OVERVIEW

ACCESSING DISABILITY CLAIMS:

Access individual Disability claims right from your Employer Dashboard.



The screenshot shows the 'Employer Dashboard' for 'The Hartford'. The top navigation bar includes 'My Profile', 'Contact Us', and 'Log Out'. The main content area features a 'Claim-Type Search' section with a search bar and a dropdown menu for search criteria. The dropdown menu is open, showing options: 'Full Name', 'Claim Number', 'Employee ID', 'Full Name', and 'Last Name'. The 'Full Name' option is highlighted. To the right, there are 'Announcements' and 'Quick links' sections.

Access claims for an individual employee.
Search using any of the four criteria.



ACCESSING DISABILITY CLAIMS continued

Payments tab will be visible if a payment has been issued for this claimant.

Click to access payment details and pay stubs.

Click on any row to access the details of that particular claim.

Click for a visual timeline of activity for this claim.

View pending tasks associated with the claim.

Upload documents associated with the claim.

Clickable tabs for more information.

Click to access any associated claims.

The screenshot displays the 'Employer Dashboard' for Brenda Rodriguez. At the top, there are navigation tabs for Dashboard, Claims, Benefits, Documents, and Payments. A 'Payments' tab is highlighted with a callout. Below the navigation, there's a breadcrumb trail: < Return to Employer Dashboard > > Brenda Rodriguez Claims. A main heading reads 'Report a new Disability claim for this employee.' Below this are buttons for 'Add Time To an Existing Leave', 'Report New Claim', and 'Return to Work'. A search bar for 'Brenda Rodriguez Claims' is present. A table lists claims with columns for Claim ID, Reason, Benefit(s), Start Date - Through Date, Status, and Claim Representative. Two claims are visible: 24562407 (Closed) and 24562408 (Open). A 'Quick links' sidebar on the right includes options like 'Messaging', 'Hours Worked', and 'Report a Living Benefit Option'. Below the table, a 'View Latest Claim Activity' button is shown. The detailed view for claim 24562224 includes tabs for 'Claim Details', 'Appeals', and 'Return To Work Information'. The 'Claim Details' tab shows 'Short Term Disability - Plan and Claim Details' with various dates and statuses. A 'Tasks' section shows pending authorization tasks. An 'Upload Document(s)' button is also visible. At the bottom, a 'Linked Claims' section shows a link to another claim (24562224).





For a high-level view of an employee's Disability claims activity, access their individual dashboard.

The screenshot shows two overlapping views of the 'Employer Dashboard' for 'Susan Harris' at 'The Hartford Demo Company'. The top view is the 'Claims' page, and the bottom view is the 'Dashboard' page.

Claims Page:

- Navigation: Dashboard, Claims, Benefits, Documents
- Buttons: Add Time To an Existing Leave, Report New Claim, Return to Work
- Search: Search by Claim ID...
- Quick links: Messaging

Dashboard Page:

- Navigation: Dashboard, Claims, Benefits, Documents
- Buttons: Report New Claim, Return to Work
- Announcements: Welcome to The Hartford's Ability Advantage
- Quick links: Messaging, Hours Worked, Manage Work Schedule, Update supervisor SMITH JANE, Claim Notes Report, Download Documents, Report a Life/Accidental Death Claim, Report a Living Benefit Option, Employer User Guide, Manage User Access Guide, Claims Reporting User Guide
- Take a tour: Videos, Employer Website Overview

My Claims Table:

Claim ID	Reason	Benefit(s)	Start Date	Status
26657864	Employee's own illness	Short Term Disability Claim	August 03, 2020	Closed
26657865	Employee's own illness	Short Term Disability Claim Statutory	August 03, 2020	Closed
26657866	Employee's own illness Employee	Fed FMLA	August 03, 2020	Open
26660995	Care of a Family Member	New York Paid Family Leave Claim	July 01, 2020	Closed

Leave Balances:

Federal Family and Medical Leave Act (FMLA)
 March 19, 2021 - March 20, 2020
 0 weeks of 12 weeks Remaining*
 Time reflected is current as of today, 03/19/2021. It does not include approved time that you haven't used yet.



See their open, pending and closed Disability claims.

Click on any row to access the details of that particular claim.



CLAIMS MANAGEMENT CLAIM COMMUNICATIONS



CLICK FOR A CONVENIENT VIDEO OVERVIEW

CLAIM COMMUNICATIONS:

Ability Advantage gives you a high-level timeline of all activity on a Disability or Leave claim, including communications and documents.



Use the Employee Search to access the claim you want to view. Click on the employee's row in the results.

Select the desired claim to view the details.

Claim ID	Reason	Benefit(s)	Start Date - Through Date	Status	Claim Representative
28294579	Pregnancy	Short Term Disability Claim	January 21, 2021- April 15, 2021	Open	LEACH, PAUL
28294580	Pregnancy Employee	Fed FMLA	January 21, 2021- April 30, 2021	Open	LEACH, PAUL





Click to open a high-level timeline of claim milestones.

Employer Dashboard > Brenda Rodriguez Claims > Claim Details

Report New Claim | Return to Work | View Benefit Calculation

Brenda Rodriguez Claims - Claim Number 24562223 [Open](#)

+ View Latest Claim Activity

Upload a document on behalf of an employee.

Tasks 1

- Authorization to Obtain Information
- Authorization to Obtain Information
- Authorization to Obtain Information
- Forms needed from your doctor

[Upload Document\(s\)](#)

Claim Details | Appeals | Return To Work Information | Quick links

Latisha Smith Claims - Claim Number 28294579 [Open](#)

- Hide Latest Claim Activity

02/17/2021 Claim Status Start Date-01/21/2021 End Date-04/15/2021

02/17/2021 Pregnancy and Childbirth: Estimated Delivery Date:Unknown

04/16/2021 Projected Return to Work Date

02/17/2021 Claim Reported to us

02/17/2021 We Sent a Letter

02/17/2021 We Sent a Letter

01/21/2021 Disability Benefit Calculation 01/21/2021 to 07/21/2021 Benefit Percentage 60%

View Entire Timeline

[Upload Document\(s\)](#)

Click to open full list of milestones and communications for this claim.

Key Milestone Dates and Status

Date	Milestone	Status
04/16/2021	Projected Return to Work Date	
02/17/2021	Claim Status Start Date-01/21/2021 End Date-04/15/2021	
02/17/2021	Claim Reported to us	Complete
02/17/2021	Pregnancy and Childbirth: Estimated Delivery Date:Unknown	
02/17/2021	We Sent a Letter	
02/17/2021	We Sent a Letter	
01/21/2021	Disability Benefit Calculation 01/21/2021 to 07/21/2021 Benefit Percentage 60%	



> VIEW DOCUMENTS ASSOCIATED WITH A CLAIM

Click on 'Documents' to open a window of letters, emails and other communications.

Note that any communication containing personal health information will not be viewable.



The screenshot shows the 'Employer Dashboard' for 'The Hartford Demo Company'. The 'Documents' tab is selected, displaying a table of documents for 'Latisha Smith Claims - Claim Number 28294579'. A document titled 'Initial Employer Contact Email' is highlighted, and its content is shown in a preview window below.

Link	Name	Claim Id	Created On
View	Initial Employer Contact Email	28294579	02/17/2021

Initial Employer Contact Email Content:

Recipient: THEADemoCompany@thehartford.com
 [EMAIL SUBJECT: IMPORTANT CLAIM INFORMATION ABOUT: WONG, E. - Claim ID: 25402370]
 Hello,
 We've received a Short-Term Disability (STD) and Leave of Absence request for Erica Wong on February 18, 2020.
 Employee ID: DEMOTEST20
 Plan Name: WID-NY1 - Class 1
 Erica's STD and Leave of Absence claims are approved for the dates listed below:
 Short-Term Disability: 2/20/2020 - 3/17/2020 Status: Status Reason: Approved Disability Supported
 Federal Family and Medical Leave Act (FMLA): 2/20/2020 - 3/17/2020 Status: Status Reason: Approved STD Approved
 California Pregnancy Disability Leave (CPDL): 2/20/2020 - 3/17/2020 Status: Status Reason: Approved STD Approved
 Short-Term Disability is Erica's paid benefit. Any date(s) approved for federal FMLA (and state leaves, if applicable) are considered job protected. We'll send you another email when there is an more late available to use under the benefit(s).
 We'll let Erica know about our decision on her claim. At this time, we expect Erica to return to work on March 18, 2020. But this date may change as we get more information.
 We can help with accommodations: Keep in mind, we also help your company comply with the Americans with Disabilities Act (ADA). We let Erica know she can contact us to request an ADA accommodation if she thinks a modification to the way she works could help her perform her job despite her health condition. If she files an ADA request, we'll let you know.
 Let's Work Together: Make sure to keep us posted of anything changes with Erica's claim.
 1. If Erica no longer reports to you, forward this email to her new manager.
 2. If Erica has already returned to work, you should let us know by:
 - Checking in at 888.261.6618 and select the Disability and Leaves option. Make sure you have the claim number (claim# 25402370) ready, or
 - Replying to this email and setting us know:
 - the date she returned to work and
 - if she returned to her regular work schedule
 3. If Erica has given you a different expected return to work date, let us know what that date is so we can update our records.
 Make sure to have Erica's claim number (8 25402370) handy when you call.
 If you have questions or need help, you can call us at 888.301.6618 extension 964999988, between 9:00 AM and 5:00 PM ET, Monday through Friday or visit us online at https://help.thehartford.com. We're here to help.
 Have a great day!
 Paul Leach



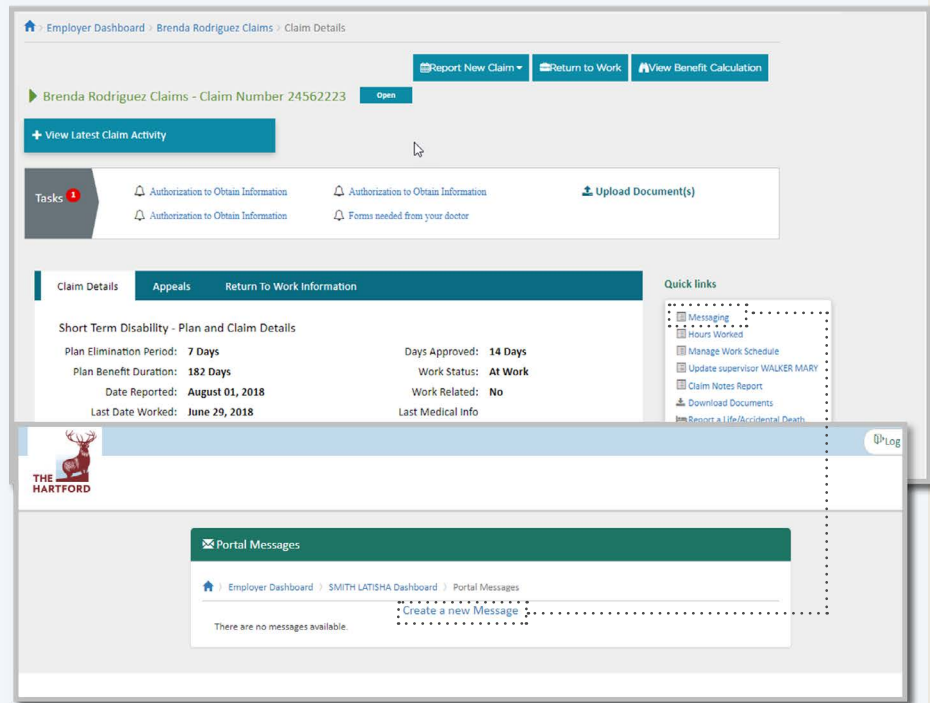


> SEND A MESSAGE ABOUT A CLAIM

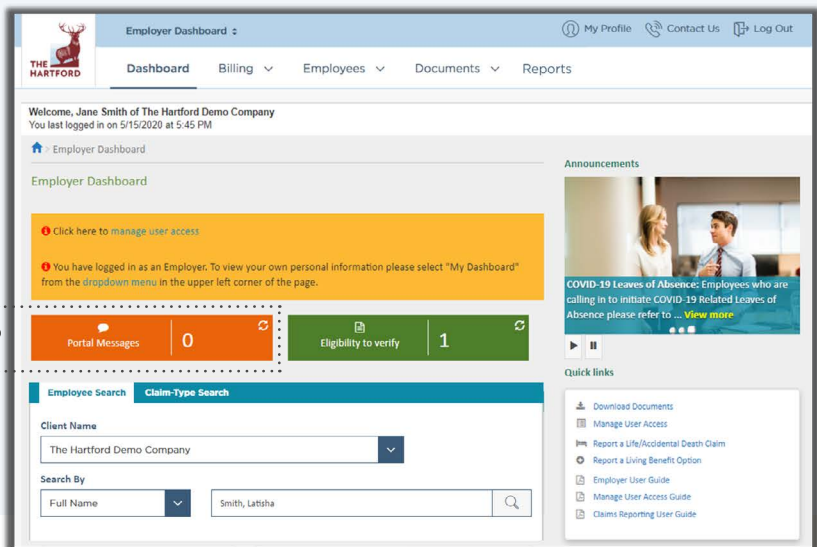
If you have questions about a claim, you can send a message directly to the person handling it.

Create a new message and submit it.

You'll get a response within 24 hours by text or email, depending on the option you chose.



In addition, you can also access responses from 'Portal Messages' on your Employer Dashboard.



CLAIMS MANAGEMENT

FILING A LIFE CLAIM FOR AN EMPLOYEE

FILING A LIFE CLAIM FOR AN EMPLOYEE:

Portal users can access and file your organization's Life claims right from their Employer Dashboard, if:

- The Hartford provides your organization's group Life insurance
- A user is set up with permission to access Life claims

Note that you can also submit a **Business Travel Accident claim*** in conjunction with Basic and Supplemental Life claims.

*Dependent on the coverage your organization has with The Hartford.

The screenshot displays the Employer Dashboard interface. At the top, there is a navigation bar with 'My Profile', 'Contact Us', and 'Log Out' links. Below this, a breadcrumb trail shows 'Home > Employer Dashboard'. The main content area is divided into several sections: a welcome message for Jane Smith, a 'Click here to manage user access' button, a 'Portal Messages' counter (0), and an 'Eligibility to verify' counter (0). The 'Claim-Type Search' section is highlighted, showing a search form with 'Client Name' set to 'The Hartford Demo Company' and 'Search By' set to 'Full Name'. To the right, there are 'Announcements' (including a 'New York PFL and DBL Announcement'), 'Quick links' (such as 'Download Documents', 'Manage User Access', and 'Report a Life/Accidental Death Claim'), and a 'Take a tour' section with a 'Videos' link.

Click to start the filing process.





A series of screens will walk you through the claim submission.

Next, select the type of claimant, then click 'Start.'

Input the information and click 'Next' to move to the next screen.





Customers with an eligibility file feed containing Life coverage data will find these fields pre-filled.

Customers without this file feed will need to input the amounts.

If an employee does not have a listed coverage, "0" should be entered for the amounts.



Indicate "Yes" if also submitting a Business Travel Accident claim.

Review your submission for accuracy then agree to the Terms of Service.

If you have supporting documents, upload them now. Or skip this step and submit the claim.

If you choose to submit supporting documents later, you'll need to do so by fax, mail or email.

Once submitted, you'll see a confirmation page along with next steps.



CLAIMS MANAGEMENT

LIFE CLAIMS

LIFE CLAIMS:

There are two ways to access Life claims from your Employer Dashboard.

The screenshot displays the Employer Dashboard for 'The Hartford Demo Company'. The top navigation bar includes 'Employer Dashboard', 'My Profile', 'Contact Us', and 'Log Out'. Below this, a secondary menu shows 'Dashboard', 'Billing', 'Employees', 'Documents', and 'Reports'. The main content area features a welcome message for Jane Smith, a breadcrumb trail to 'Employer Dashboard', and a 'Life Claims Search' tab highlighted with a red box and a red arrow. The search form includes a 'Client Name' dropdown set to 'The Hartford Demo Company' and a 'Search By' dropdown set to 'Full Name' with a search input field containing 'Smith, Latisha'. On the right side, there are 'Announcements' and 'Quick links' sections. The 'Quick links' section has a 'Life Claims Search' link highlighted with a red box and a red arrow. Other quick links include 'Download Documents', 'Manage User Access', 'Report a Life/Accidental Death Claim', 'Report a Living Benefit Option', 'Employer User Guide', 'Manage User Access Guide', and 'Claims Reporting User Guide'. A yellow callout box on the left side of the dashboard provides instructions on how to access personal information as an employer.





Search for the claimant one of three ways.

Claim Search

When your employees need help with their information, you can look it up here in a snap.

Search by

First Name

Last Name

Search

Last Name	First Name, MI	SSN	Employee ID	Insured ID	Date of Birth	Zip Code
Smith	Jane	XXX-XX-0000		9001234567	01/01/1960	06089
Smith	Janet	XXX-XX-0000		9001234568	01/01/1960	06089
Smith	John	XXX-XX-0000		9000246802	02/29/1968	06123
Smith	Kevin	XXX-XX-0000		9000246899	07/06/1955	06033


Click the name of the correct claimant from the results.

Manage Employees

When your employees need help with their information, you can look it up here in a snap.

Claims Status

Employee Name: KEVIN SMITH
 Employee SSN: XXX-XX-0000
 Insured ID: 123456789

Type of Claim	Employee Group	Date of Disability	Benefit Effective Date	Status	Benefits Approved Through	Claim Office #	Claim Handler
LIFE - BTRM	ALL ELIGIBLE	05/31/2021	N/A	APPROVED	N/A	(888)-563-1124 ext 123	Tara White
LIFE - VOL	 Employer Dashboard <input type="text" value=""/>						
ADD - BAS	Dashboard Billing <input type="text" value="v"/> Employees <input type="text" value="v"/> Documents <input type="text" value="v"/>						

Click the claim to open more detail.

Manage Employees

When your employees need help with their information, you can look it up here in a snap.

Claims Status

Employee Name: KEVIN SMITH
 Employee SSN: XXX-XX-0000
 Claim Office #: (888) 563-1124 ext 123
 Claim Handler: Tara White
 Claim Appealed: Yes

Status	Effective Date of Status	Status Reason
APPROVED	06/24/2021	N/A
APPROVED	06/16/2021	N/A

Definitions: AP = attending physician

Claims Payment

Check Number	Payee	Payment Date	Amount*	Payment From	Payment Through
59811257	ANNA SMITH	06/24/2021	\$524,000.00	N/A	N/A
59811257	ANNA SMITH	06/24/2021	\$96,000.00	N/A	N/A

*Amount shown is as of mm/dd/2021 and may not reflect total benefits paid for this claim.

Click here to go back to your Employer Dashboard.



LEAVE CLAIMS MANAGEMENT

ACCESSING LEAVE CLAIMS

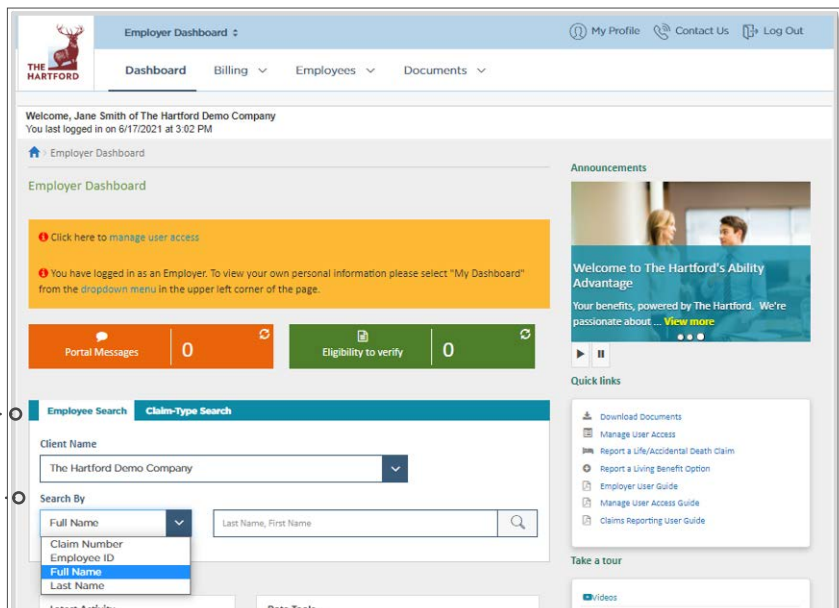
Available only to organizations with The Hartford's Leave Management Services



CLICK FOR A CONVENIENT VIDEO OVERVIEW

ACCESSING LEAVE CLAIMS:

Access individual Leave claims right from your Employer Dashboard.



The screenshot shows the 'Employer Dashboard' for 'The Hartford Demo Company'. The user is Jane Smith, logged in on 6/17/2021 at 3:02 PM. The dashboard includes sections for 'Announcements' (Welcome to The Hartford's Ability Advantage), 'Quick links' (Download Documents, Manage User Access, Report a Life/Accidental Death Claim, Report a Living Benefit Option, Employer User Guide, Manage User Access Guide, Claims Reporting User Guide), and 'Take a tour' (Videos). The 'Claim-Type Search' section is highlighted, showing a search by 'Full Name' with a dropdown menu open, listing 'Full Name', 'Claim Number', 'Employee ID', and 'Last Name'. The search criteria are set to 'Last Name, First Name'.

Access claims for an individual employee.
Search using any of the four criteria.



ACCESSING LEAVE CLAIMS continued



This takes you to a high-level view of all claims for that employee.

Claim ID	Reason	Benefit(s)	Start Date - Through Date	Status	Claim Representative
27933617	Employee's own illness	Short Term Disability Claim	January 15, 2021- NA	Closed	THE HARTFORD DISABILITY AND LEAVE MANAGEMENT
27933618	Employee's own illness	Short Term Disability Claim Statutory	January 15, 2021- NA	Closed	THE HARTFORD DISABILITY AND LEAVE MANAGEMENT
27933619	Employee's own illness Employee	Fed FMLA	January 15, 2021- January 15, 2021	Open	THE HARTFORD DISABILITY AND LEAVE MANAGEMENT

Click on any row to access the details of that particular claim.

View pending tasks associated with the claim.

Benefit Type	Benefit Period From	Benefit Period Through	Total Benefit Amount	Time Used*	Remaining Time Available
Federal Family and Medical Leave Act (FMLA)	3/19/2021	3/20/2020	12 weeks	3.2 weeks	8.8 weeks

Upload documents associated with the claim.

Click to access info about that type of Leave or coverage.

Clickable tabs for more information.



ACCESSING LEAVE CLAIMS continued



Add time to an employee's existing Leave claim.

Employer Dashboard

My Profile Contact Us Log Out

Dashboard Claims Benefits Documents

< Return to Employer Dashboard

Click to add Leave time.

Viewing Latisha Smith's Information

Welcome, Jane Smith of The Hartford Demo Company

Employer Dashboard > Latisha Smith Claims

Add Time To an Existing Leave Report New Claim Return to Work

Latisha Smith Claims

Search by Claim ID...

Quick links

- Messaging
- Hours Worked
- Manage Work Schedule
- Update supervisor

Click to open claim.

Employer Dashboard > Latisha Smith Claims > Add Time to existing leave

Report New Claim Return to Work

Latisha Smith Claims

Open

Claim ID	Reason	Benefit(s)	Start Date - Through Date	Status	Claim Representative
28294580	Pregnancy Employee	Fed FMLA	January 21, 2021- April 30, 2021	Open	LEACH, PAUL

Choose additional dates.

Latisha Smith Claims

Claim Number 28294580 Open

Benefit Type: Federal Family and Medical Leave Act (FMLA)

Reason: Pregnancy

Relationship: Employee

Start Date: January 21, 2021

End Date: April 30, 2021

Current Request Duration: 9.00 Weeks

3 Simple Steps to Add Days to Your Absence

Step 1: Select the available day(s) in the calendar and review the selected absence days in the preview pane.

Calendar: Apr 2021, May 2021, Jun 2021

Selected dates: 3, 4, 5, 7

Step 2: If there are any changes needed, check each date in the preview pane. The work schedule, unpaid breaks, and absence period then can be modified.

Preview - Absence Requested

Review the dates added for the absence requested

Date	Hours	Start-End Time	Work Schedule
<input type="checkbox"/> 5/3/2021	8 Hours 0 Mins	09:00 AM - 5:00 PM	09:00 AM - 5:00 PM
<input type="checkbox"/> 5/7/2021	8 Hours 0 Mins	09:00 AM - 5:00 PM	09:00 AM - 5:00 PM
<input type="checkbox"/> 5/4/2021	8 Hours 0 Mins	09:00 AM - 5:00 PM	09:00 AM - 5:00 PM
<input type="checkbox"/> 5/5/2021	8 Hours 0 Mins	09:00 AM - 5:00 PM	09:00 AM - 5:00 PM
<input type="checkbox"/> 5/6/2021	8 Hours 0 Mins	09:00 AM - 5:00 PM	09:00 AM - 5:00 PM

Step 3: If you have finished reviewing the dates, please click on 'Submit Claim' button to submit the absences.

Submit Claim

To make further modifications, check the box by the date.



Submit claim.





For a high-level view of an employee's Leave claims activity, access their individual dashboard.

The screenshot displays two overlapping views of the Employer Dashboard for Susan Harris. The top view shows the 'Claims' tab with buttons for 'Add Time To an Existing Leave', 'Report New Claim', and 'Return to Work'. The bottom view shows the 'Dashboard' tab with a summary of alerts (9), documents to submit (3), and payment updates (0). It also features a 'My Claims' table, 'Leave Balances' for FMLA, and various quick links.

Claim ID	Reason	Benefit(s)	Start Date	Status
26657864	Employee's own illness	Short Term Disability Claim	August 03, 2020	Closed
26657865	Employee's own illness	Short Term Disability Claim Statutory	August 03, 2020	Closed
26657866	Employee's own illness Employee	Fed FMLA	August 03, 2020	Open
26660995	Care of a Family Member	New York Paid Family Leave Claim	July 01, 2020	Closed

See their open, pending and closed Leave claims.

Click on any row to access the details of that particular claim.



LEAVE CLAIMS MANAGEMENT

LEAVE TIME KEEPING

Available only to organizations with The Hartford's Leave Management Services

LEAVE TIME KEEPING:

Review benefit usage in real time for employees with active Leave claims.

You can access real-time benefit usage while viewing an employee's claims.

Access the employee's absence calendar.

The screenshot displays the 'Employer Dashboard' interface. The top navigation bar includes 'Dashboard', 'Claims', 'Benefits', and 'Documents'. A dropdown menu is open under 'Benefits', showing 'Leave Management' and 'Medical Underwriting Status'. The main content area shows a welcome message for Jane Smith and a breadcrumb trail: 'Employer Dashboard > Scott Murphy Claims'. A secondary window is overlaid, showing 'Debra Atwood Leave Management' with a 'My Balances' section for 'Federal Family and Medical Leave Act (FMLA)'. This section contains a table with the following data:

7.8 weeks	4.2 weeks	12 weeks
Time Used*	Remaining Time Available	Total Benefit Amount
	Week(s)	

Below the table is a link for 'ADA Accommodation'.



Employer Dashboard

Dashboard Claims **Benefits** Documents Payments

< Return to Employer Dashboard

Welcome, Jane Smith of The Hartford Demo Company

Employer Dashboard > Debra Atwood Leave Management

Debra Atwood Benefits

My Balances

Federal Family and Medical Leave Act (FMLA)

7.8 weeks Time Used*	4.2 weeks Remaining Time Available Week(s)	12 weeks Total Benefit Amount
-------------------------	--	----------------------------------

ADA Accommodation

18 weeks Time Used*	0 weeks Remaining Time Available Week(s)	0 weeks Total Benefit Amount
------------------------	--	---------------------------------

Connecticut Family Medical Leave Law

9 weeks Time Used*	3 weeks Remaining Time Available Week(s)	12 weeks Total Benefit Amount
-----------------------	--	----------------------------------

*Time reflected is current as of today, 10/24/2023. It does not include approved time that you haven't used yet.

Print a PDF report of the employee's requested and approved Leaves.

My Calendar **Benefit Eligibility**

Filter Print Report Export Absences CSV

Full Day Partial Day Future Day Non Work Day

2021 2022 **2023** 2024 2025

May June

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6		1	2	3	4	5	6
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25						

March

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11

Click on a date to view details of a scheduled leave.

Selected Date: June 16, 2023

Scheduled Hours
June 16, 2023 09:00 AM - 05:00 PM

Leave ID: 39611398
Transaction Id for the request(s): 39611399

Leave Type: Continuous
Type Of Day: Partial Day

Reason for Leave: Employee's own illness

Start Date	End Date	Leave Hours Used	Reason	Status	Absence Type
06/16/2023 09:00 AM	06/16/2023 05:00 PM	8.00 Hours	Connecticut Family	Approved	



LEAVE CLAIMS MANAGEMENT

FILING A LEAVE CLAIM FOR AN EMPLOYEE

Available only to organizations with The Hartford's Leave Management Services

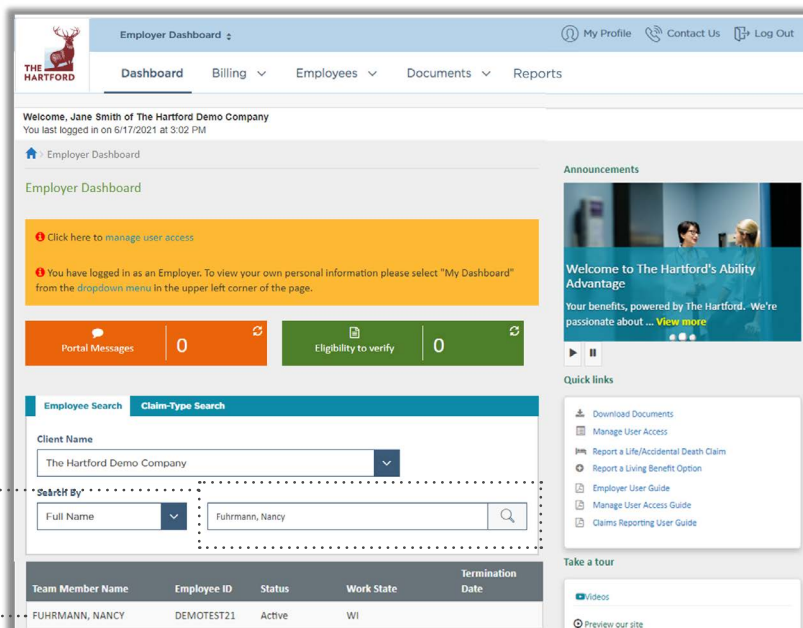


CLICK FOR A CONVENIENT VIDEO OVERVIEW

FILING A LEAVE CLAIM FOR AN EMPLOYEE:

Your employees can file their own Leave claims online or by phone. But you can also file a Leave claim on behalf of your employee if you wish.

Search for the employee going on Leave.



The screenshot shows the Employer Dashboard interface. At the top, there's a navigation bar with 'Dashboard', 'Billing', 'Employees', 'Documents', and 'Reports'. Below this, a welcome message for Jane Smith is displayed. The main content area features a search section titled 'Employee Search' with a 'Claim-Type Search' tab. The search criteria are set to 'Client Name' as 'The Hartford Demo Company' and 'Search By' as 'Full Name' with the value 'Fuhrmann, Nancy'. Below the search criteria is a table with the following data:

Team Member Name	Employee ID	Status	Work State	Termination Date
FUHRMANN, NANCY	DEMOTEST21	Active	WI	

On the right side of the dashboard, there are sections for 'Announcements', 'Quick links', and 'Take a tour'. The 'Quick links' section includes links for 'Download Documents', 'Manage User Access', 'Report a Life/Accidental Death Claim', 'Report a Living Benefit Option', 'Employer User Guide', 'Manage User Access Guide', and 'Claims Reporting User Guide'.

Click on their row in the results box to open their claims dashboard.



FILING A LEAVE CLAIM FOR AN EMPLOYEE continued

Employer Dashboard

Dashboard Claims Benefits Documents

< Return to Employer Dashboard Viewing Nancy Fuhrmann's Information

Welcome, Jane Smith of The Hartford Demo Company

Employer Dashboard Nancy Fuhrmann Claims

Nancy Fuhrmann Claims

Search by Claim ID...

Claim ID	Reason	Benefit(s)	Start Date - Through Date	Status	Claim Representative
25625077	Employee's own illness	Long Term Disability Claim	July 13, 2020- NA	Open	OPFERMAN III, JOHN

Quick links

- Messaging
- Hours Worked
- Manage Work Schedule
- Update supervisor
- Claim Notes Report
- Download Documents
- Report a Life/Accidental Death Claim
- Report a Living Benefit Option

Click **'Report New Claim.'**
Select **'Leave or Disability Claim.'**

A series of screens will walk you through the claim submission.

Create New Leave

Employer Dashboard FUHRMANN NANCY Dashboard Create new leave

Are you ready to initiate your claim?

In preparation to answer questions relating to your disability, please have the following information available:

- Doctor's name, telephone number, and fax number

Note: Initiating a Disability Claim may result in the creation of an associated Leave of Absence Claim. You will be notified if this occurs upon completion of the intake Script where you will be provided both a Disability and Leave of Absence claim number.

Please note: If you go beyond this page you will initiate a claim. Your employer will be notified and your pay may be impacted.

When 'Next page' is pressed, the claim initiation process will begin. You will be asked a series of questions related to your request for leave. Please note that all questions with a red asterisk (*) must be completed. All other questions should be completed only if applicable.

To continue, select "Next Page", otherwise select "Return to Dashboard" button to return to the previous page.

Confirm that you want to start a claim by clicking **'Next Page.'**

Contact Information

Last saved: 5/15/2020, 5:01:18 PM

What is your relationship to the employee:

Caller Last Name: Caller First Name: Caller Title: (if applicable)

Caller Phone #: Country Code: Caller Fax #: Country Code:

Please confirm the below information:

Employee First Name: Employee Last Name: Employee Middle Initial:

Suffix: Employee Id: SSN:

Address1: Preferred Name:

Address2:

City: State: Zip:

Do they speak English? Yes No

Primary Phone Number: (608) 555-1212 Country Code:

Are there any other numbers you would like to provide us? Yes No

Do they plan to receive mail at a temporary address while out? Yes No

Their Personal E-mail Address: No E-mail Address Prefer not to provide

* Email they can access outside of work

Input the information and click the arrow to move to the next screen.

Continue through the screens until you are ready to click **'Submit Claim.'**



REPORTING REPORTING PORTAL



[CLICK FOR A CONVENIENT VIDEO OVERVIEW](#)

REPORTING PORTAL:

Your personalized reporting dashboard is your entry to the comprehensive reporting and analytic capabilities of Ability Advantage, giving you the power to create custom, on-demand reports that are critical to the performance of your benefit program.

MORE ON REPORTING:

Short instructional videos on specific reporting capabilities.



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