Sick Pay Claims Processing Timeline





1-5 Days



1-5 Days

Contact Doctor/QDoc



Doctor completes
Form 3 -Physician's
Statement

or

- Qdoc Doctor completes questions, submits to Administrator
- Member completes Form 1

Submit to HR



- HR reviews Form 1 & 3
- HR completes Form 2
- HR submits claim to Administrator

Submit to Administrator



• If Member is eligible, all necessary information is submitted and payment cannot be made from other souces, claim is paid

Missing Information







Return to Member Resubmit to Administrator



 If there was an error in the claim submission the claim will be returned to the Member for correction



- Member must resubmit claim with all necessary information
- Once information is provided the Administator will reprocess the claim and pay the claim if eligible

^{*}All processing times are approximations which may be influenced by a variety of factors