

STD Claims – Pay Update

January 8, 2021



As we have previously communicated, due to the system outage, we were unable to process Short-Term Disability (STD) claim forms for Unifor 111 and Unifor 2200 members received on or after December 1. To date, these STD claim forms have been held and not yet adjudicated. In order to ensure continuity of pay, all employees received pay advances during this time, regardless of STD claims.

Effective immediately, we can resume processing STD claims for all Unifor members. The timeframe for this process is as follows: HR will process all outstanding claims over the next week. Canada Life will then adjudicate them over the course of the next 10-14 days. For employees whose sick leave claims were received by HR on December 1 or later, there are a few possible scenarios which may impact your pay.

Scenario 1 – You went off on an STD claim and have since returned to work

If you took sick leave and you have already returned to work, the pay for these days will be recovered as part of the pay reconciliation process and Canada Life will pay you directly once the claim is accepted as per the usual procedure. For more information about the pay reconciliation process, please see past communications.

Scenario 2 – You are currently off on an active STD claim and have not returned to work

If you are currently off on an STD claim and you have not returned to work, all pay advances you received in December will only be reconciled after Canada Life receives and completes the adjudication of your claim. If your claim is accepted, Canada Life will be advised of these pay advances issued to you. Canada Life will then issue two cheques: one to cover the pay advances you received and one to cover any additional sick leave benefits owed to you for the period of your absence.

These cheques will be sent to your Supervisor, who will call you in to endorse the first cheque back to CMBC and receive the second cheque. If you only receive one cheque, and that cheque does not cover the overpayment you received in pay advances, the difference will be recovered by Payroll at a later date.

If your claim is not accepted, the normal processes will apply. The pay advances provided to you in December for the denied claim period will be recovered by Payroll at a later date.

If you were already on an accepted STD claim you would have continued to receive payment directly from Canada Life.

Please contact employee.benefits@translink.ca with any questions.