

## Disability at ACI

At times members potentially face a financial hardship due to a debilitating condition which is when ACI steps in offering expedient, efficient claims service to assist members during this challenging time. At a time when the member is attempting to recover from a medical condition, ACI understands the challenges this brings for the member and as a result, has made the claim process as painless as possible. ACI offers a full staff of dedicated professionals focused solely on Disability claims and service. ACI's personable Disability staff focuses on developing strong business relationships with key employer account contacts. ACI's personal touch keeps the member and the employer up to date and maintains a feeling of security with the claim process throughout the life of the claim.

### Disability Claim Process



## ACI's Fast-Reliable Disability Benefit Check

ACI understands how important quick payment is to the claimant during their debilitating condition and we respond with a 3-5 day processing time. We understand that the disability check only offsets a portion of the member's income, making it even more critical for their benefit checks to arrive timely and consistently. ACI's Disability Claim system enables consistent, automated payments after the initial claim payment so that the member can count on when their disability check will arrive.

### Disability Deliverables

- ❖ ACI offers a full, on-line reporting package to the client, including W-2, FICA and Claim Detail reporting to enable the Account, Broker, or Carrier to remain current with all claimant and tax reporting activity.
- ❖ ACI offers optional services of premium billing and paid commissions for any Broker commission structure, which can be customized to fit your program.

With ACI handling your Disability Insurance Program, we will apply our expertise, render the member's claim experience painless during their time of recovery, and provide our personal touch to make your program successful.