

GROUP DISABILITY INFORMATION CONTACT SHEET

ProducerView – Portal used to bind new coverage for groups with less than 50 New York employees
www.producerview.com

- Enter New business with less than 50 NY employees and with an effective date less than 90 days from the date of submission
- You can also obtain policy documents, DB120 and PFL120 notice of compliance posters and the DB120.1 certificate of insurance

New Business with greater than 50 NY employees

- Contact Tom Rogers at thomas.rogers@thehartford.com or at 973-607-5073

Statutory Administration Team
statutory.disability@thehartford.com

Contact the STAT team for the following request types:

- New business greater than 90 days
- Change in policy date for an existing group
- Cancellation requests
- Bill mode changes
- Workers' comp penalty issues
- Reinstatement requests not related to non-payment of premium

Required email subject line:

ADP, Type of Request, Customer Name, Policy Number

Note: We ask that if a backdate greater than 90 days for new business is needed that ADP not bind the policy with the incorrect date and then request the date be changed. Please see separate guidelines for new business cases with a backdate greater than 90 days.

**Small Business Service Team –
Broker of Record changes**
sbservice@thehartford.com

Required email subject line:

ADP, BOR Change, Customer Name, Policy Number

Submit:

- Signed BOR change letter from the group
- Confirm if direct billing will remain or if pay by pay applies

Confirmation that the change is complete, along with the revised policy documents for distribution to the group, will be sent to the ADP agent.

Note: The effective date for BOR changes is standardly the first of the month following the date the change was received.

STAT Premium Team
gbstat.premium@thehartford.com

Contact the STAT Premium team for the following requests:

- › Verify the current bill mode (direct bill or pay by pay)
- › Verify current payment status (i.e., active or canceled for non-payment)
- › Reinstatement requests related to non-payment of premium

Required email subject line:

ADP, Type of Request, Customer Name, Policy Number

Paid Family Leave Resource Website
TheHartford.com/paid-family-medical-leave

- › Provides valuable information regarding PFL coverage per state
- › Site contains tools to assist direct billed groups with PFL premium calculation

New York State Workers' Comp Resource Website
[https://www.wcb.ny.gov/icpocinq/
icpocdisclaimer.jsp](https://www.wcb.ny.gov/icpocinq/icpocdisclaimer.jsp)

- › Check for: In-force coverage effective date to ensure no gap in coverage

Mark Cristillo – ADP Senior Director-Carrier Relations
mark.cristillo@ADP.com

- › Issues with accessing ProducerView

Elizabeth Tello
elizabeth.tello@thehartford.com

- › Escalations to The Hartford when business response is more than eight (8) business days