

STANDARDIZED SHORT TERM DISABILITY FORM –Q&A

Q&A

1. Why was work done to consolidate the Short-Term Disability forms?

Doctors have made it clear that insurance forms, especially the short-term disability form, are a primary source of administrative burden.

The Short-Term Disability (STD) form is the most frequently completed insurance form, filled out approximately 5,000 times per year in Nova Scotia by doctors. Before this work, 28 different STD forms specific to each insurance company could be presented to doctors for completion, often with varying degrees of complexities and requirements.

Generally, reducing red tape gives doctors more time to do what they do best – care for us – while improving their work environment, providing a better work-life balance, and helping to attract and retain more doctors.

2. What changes have been made in consolidating the 28 forms to one?

Issue	Fix
Doctors are presented with 28 different STD forms by patients.	All insurance companies will now accept one standardized STD Form.
The STD forms are not available in the EMR	The new, standardized STD form is now available in the EMR for easier completion by physicians.
The Short-Term Disability Forms formerly took an average of 13 minutes to complete.	Streamlining the form has reduced its average completion time by 9 minutes, or 68%.

3. How do I access the new STD form?

The new form is available to doctors electronically through Med Access and Accuro.

4. Do I still submit the STD Form in the same manner?

Please continue to provide the completed medical assessment to your patient for them to submit to their insurance provider. There is a possibility of moving to a direct, electronic submission from the physician's computer directly to an insurance provider in the future, but that will take additional work, consultation and development.

5. Can I bill for completing the STD Form?

The STD form is still an uninsured service and given the application nature of the short-term disability application form, the onus remains on your patient to pay for the completion of the form. Insurance companies may pay only for follow up requests for information.



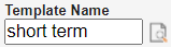


6. What do I do if a patient presents an old form?

Please feel free to open up the industry standard form in your EMR and complete that instead. Then simply print it off and provide it to your patient.

7. Were doctors consulted on the changes to the STD Form?

28 different STD forms were reduced to one standardized form after extensive consultation and review with insurance providers and doctors throughout the province, the Canadian Life and Health Insurance Association and the Nova Scotia Office of the Superintendent of Insurance.

8. How do I access the new form?

In Med Access	In Accuro
<ul style="list-style-type: none"> • From the home screen click the Templates icon  icon <small>Templates</small> • Click on the Observation Templates icon  • Type “Short Term” or search using the form’s full name “Short Term Disability Claim, Physician’s Statement - CLHIA-ACCAP (CA)” in the Template Name search field  • You should see the “Short Term Disability Claim, Physician’s Statement - CLHIA-ACCAP (CA)” form. From here, you can use the heart icons  to the right of the template to Favorite the form for a single user, a user group or the clinic group. • In a visit, you can opt to add a new task and select form as the task type. This will display the list of favorite forms. If the form is not in the list, you put ‘Short Term Disability Claim, Physician’s Statement - CLHIA-ACCAP (CA)’ in the search box at the top of the page. The search results will return the form and you can then select and complete the form. 	<ul style="list-style-type: none"> • Click the Accuro Menu button  in the bottom left corner of the screen. • Select Tools -> Form Editor to open the Edit Repliforms window • In the Edit Repliforms window, click Tools in the top left corner -> select Publish/Download to open the Form Publisher. • In the Form Publisher window, on the Download Forms tab, search for “Short Term” or search using the form’s full name “Attending Physician’s Statement – Short Term Disability Claim_Oct. 2023 Version” -> Select the form and click the Download button. • While In the Encounter Notes tab, the form can now be selected from the drop-down menu.

9. Does the new form pull any information from the EMR?

Yes, the new form will auto-populate with the following information:

- First Name
- Last Name
- Middle Name
- Home Phone
- Cell Phone
- Street
- City
- Province
- Postal code
- DOB

10. Will you standardize the Long-Term Disability Form?

Streamlining the Long-Term Disability form(s) is currently being explored. If you have a suggestion for how it could be improved, the Province is seeking your feedback [here](#).

11. What other ways is Nova Scotia reducing red tape for doctors?

This initiative is part of the Nova Scotia government's work to reduce unnecessary red tape for doctors by 400,000 hours a year, the equivalent of 1.2 million patient visits, by the end of 2024.

More than 45 initiatives have been identified and are either completed or underway to reduce this red tape for doctors. As of the end of September 2023, it's estimated that more than 200,000 hours a year have been saved from actions fully implemented and measured. Read the latest progress report [here](#).