



**DCMS:** Disability Claims Management Specialist  
**FCE:** Functional Capacity Evaluation  
**IME:** Independent Medical Evaluation  
**VRS:** Vocational Rehabilitation Specialist  
**GRTW:** Graduated Return to Work  
**RTW:** Return to Work

### Service level objectives

**STD Time to decision:** A claim decision will be rendered within an average of 5 days when all required information has been received.

**LTD Time to decision:** A claim decision will be rendered within an average of 10 days when all required information has been received.

**Turnaround time:** Claims and mail will be reviewed within 5 business days from receipt for STD and 7 business days from receipt for LTD, 85% of the time.